Annual Report 1981-82

Alberta
GOVERNMENT SERVICES

TABLE OF CONTENTS

Minister's Transmittal Letter v

Deputy Minister's Transmittal Letter vii

Organization Chart viii

Management Roles 1

Administrative Services Division 7

Summary of Programme Expenditures 10

Revolving Fund Financial Statements 12

Information Services Division 25

Operating and Maintenance Division 35

Supply Division 45

Public Affairs Bureau 67

Metric Conversion Branch 73

Alberta

GOVERNMENT SERVICES

Office of the Minister

131 Legislature Building, Edmonton, Alberta, Canada T5K 2B6 403/427-3667

November 1, 1982

Honourable Gerard J. Amerongen
Speaker of the Legislative Assembly

Sir:

The undersigned has the honour to submit the Annual Report of Alberta Government Services for the year ended March 31, 1982.

Respectfully submitted,

Stewart A. McCrae
Minister

Alberta

GOVERNMENT SERVICES

403/427-7671

Office of
the Deputy Minister

18th Floor Park Square
10001 Bellamy Hill
Edmonton, Alberta, Canada
T5J 3C1

October 29, 1982

Honourable Stewart A. McCrae
Minister
Alberta Government Services
131 Legislature Building
Edmonton, Alberta

Sir:

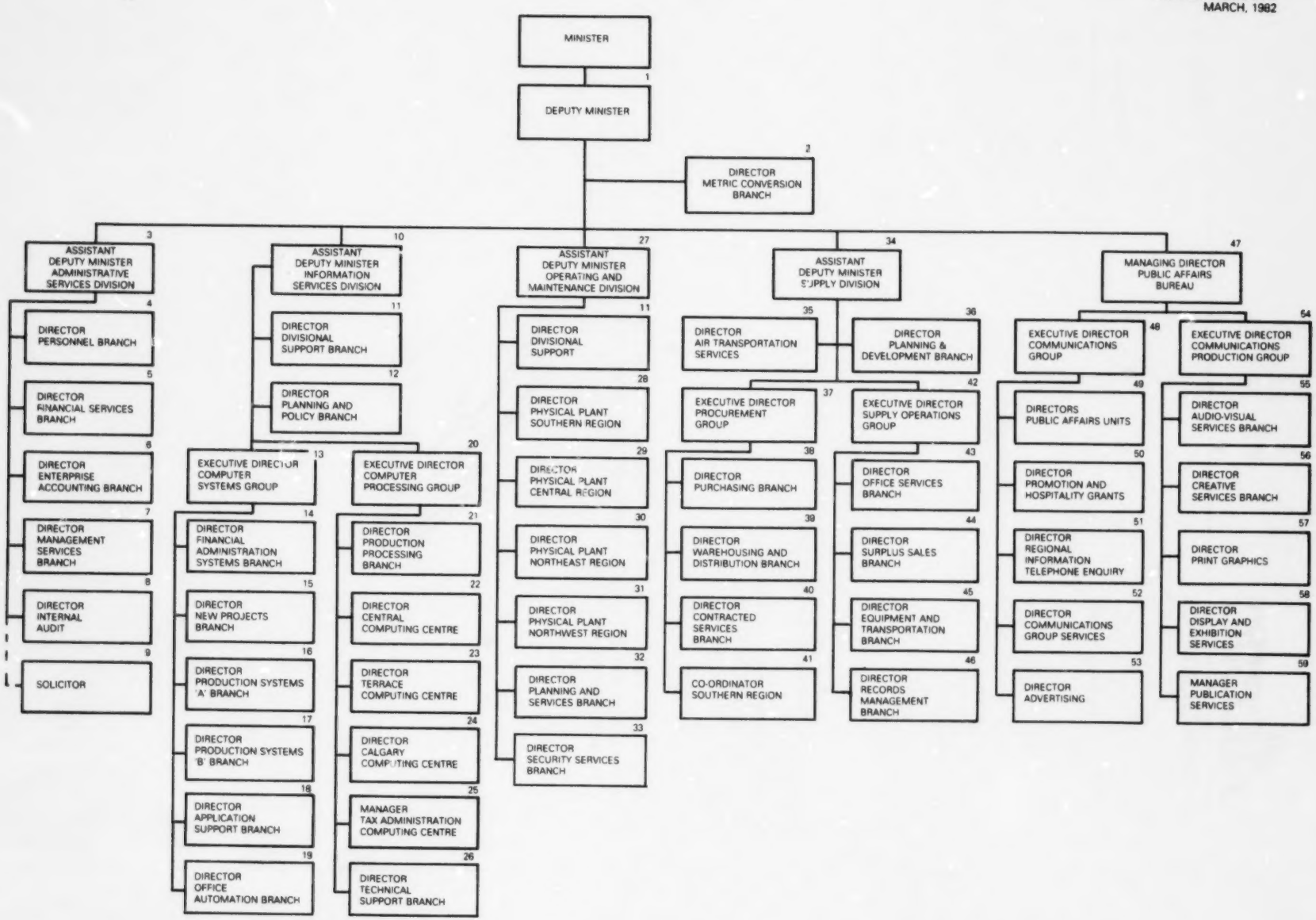
I have the honour to submit herewith the Annual Report of the Department of Government Services for the fiscal year ended March 31, 1982.

Respectfully submitted,

J. T. Kyle, C.M.
Deputy Minister

Alberta

ALBERTA GOVERNMENT SERVICES
ORGANIZATION CHART
MARCH, 1982



MANAGEMENT ROLES IN ALBERTA GOVERNMENT SERVICES

1. DEPUTY MINISTER — Administers, co-ordinates and controls department activities in four major service delivery Divisions; Operating and Maintenance, Supply, Public Affairs, Information Services and the Administrative Services Division, which provide the total Department's administrative support.

2. DIRECTOR, METRIC CONVERSION BRANCH — Responsible for co-ordinating the Government's program for metric conversion through liaison with all Provincial Departments and the Federal Government.

3. ASSISTANT DEPUTY MINISTER, ADMINISTRATIVE SERVICES DIVISION — Responsible for the provision of personnel, financial, automated information systems, general administrative and legal services to the four operating Divisions of the Department.

4. DIRECTOR, PERSONNEL BRANCH — Administers all departmental personnel services including recruitment, classifications, employee relations, organization development, occupational health and safety and manpower planning.

5. DIRECTOR, FINANCIAL SERVICES BRANCH — Responsible for the provision of all financial services relative to programme-funded activities.

6. DIRECTOR, ENTERPRISE ACCOUNTING BRANCH — Responsible for the development and provision of centralized accounting systems and services for all activities funded through the Government Services Revolving Fund.

7. DIRECTOR, MANAGEMENT SERVICES BRANCH — Provides general administrative support services, including records and forms management, EDP and office automation systems and services, policies and procedures manual management, accommodation, mail, insurance, and other office support services.

8. INTERNAL AUDITOR — Responsible for reviewing, evaluating and reporting to management on the adequacy of all financial control systems within the Department.

9. SOLICITOR — Responsible for the provision of legal services to the Department (this service is provided by the Department of the Attorney General).

10. ASSISTANT DEPUTY MINISTER, INFORMATION SERVICES DIVISION — Responsible for providing data processing, systems development and telecommunications services required by Government.

11. DIRECTORS, DIVISIONAL SUPPORT — Responsible for providing general administrative support to each of the noted service delivery Divisions.

12. DIRECTOR, PLANNING AND POLICY BRANCH — Responsible for EDP planning, policy and procedure development and evaluation of acquisition proposals for standalone computing facilities.

13. EXECUTIVE DIRECTOR, COMPUTER SYSTEMS GROUP — Responsible for Application Support, New Projects, Production Systems, Financial Administration Systems, and Office Automation Branches.

14. DIRECTOR, FINANCIAL ADMINISTRATION SYSTEMS BRANCH — Responsible for the development of interdepartmental systems including planning, development, design and maintenance.

15. DIRECTOR, NEW PROJECTS BRANCH — Responsible for developing computer systems for use in Government, conducting feasibility studies and providing project management for systems under development.

16. DIRECTORS, PRODUCTION SYSTEMS BRANCHES
17. — Responsible for maintenance and enhancements for all major existing systems, providing continuing communications with user departments and monitoring systems' performance.

18. DIRECTOR, APPLICATION SUPPORT — Responsible for support services including training standards, technical staff recruiting and a consulting service related to these functions; responsible for management systems (packaged software products) and end user products.

19. DIRECTOR, OFFICE AUTOMATION BRANCH — Responsible for consulting and training services related to office processes - automated and manual. Services include such areas as word processing, electronic mail, records management systems and decision assist tools.

20. EXECUTIVE DIRECTOR, COMPUTER PROCESSING GROUP — Responsible for the Calgary, Central, Tax Administration, and Terrace Computing Centres and the Technical Support and Production Processing Branches.

21. DIRECTOR, PRODUCTION PROCESSING BRANCH — Responsible for data conversion and production control services required for the processing of production work at the computing centres.

22. DIRECTOR, CENTRAL COMPUTING CENTRE — Responsible for the operation of the large central computer and related auxiliary equipment in the Central Computing Centre on a 24-hour, 7-day-a-week basis.

23. DIRECTOR, TERRACE COMPUTING CENTRE — Responsible for the operation of the array of computers and related auxiliary equipment in the Terrace Computing Centre in Edmonton on a 24-hour, 7-day-a-week basis.

24. DIRECTOR, CALGARY COMPUTING CENTRE — Responsible for the operation of the array of the computers and related auxiliary equipment in Calgary on a 24-hour, 7-day-a-week basis.

25. MANAGER, TAX ADMINISTRATION COMPUTING CENTRE — Responsible for the operation of the computer and related auxiliary equipment in the Tax Administration Computing Centre in Edmonton.

26. DIRECTOR, TECHNICAL SUPPORT BRANCH — Responsible for hardware and software planning, teleprocessing, and network support, client services, and Computing Centre support.

27. ASSISTANT DEPUTY MINISTER, OPERATING AND MAINTENANCE DIVISION — Responsible for the management, operation and maintenance of the Government's physical plant.

28. to 31. DIRECTORS, PHYSICAL PLANT REGIONS — Responsible for the management, operation and maintenance of Government accommodation facilities within each of four geographic regions.

32. DIRECTOR, PLANNING AND SERVICES BRANCH — Responsible for the provision of strategic planning and professional support and shop services for the building operating and maintenance functions.

33. DIRECTOR, SECURITY SERVICES — To centralize security functions within the Edmonton urban area and to provide a single source Security Services Branch for delivery of security services.

34. ASSISTANT DEPUTY MINISTER, SUPPLY DIVISION — Responsible for the provision of comprehensive supply services to Government.

35. DIRECTOR, AIR TRANSPORTATION SERVICES — Responsible for the provision of light aircraft services to the Government.

36. DIRECTOR, PLANNING AND DEVELOPMENT BRANCH — Responsible for conducting operational research and formulation of plans with respect to materials management, and provision of administrative support for the Division.

37. EXECUTIVE DIRECTOR, PROCUREMENT GROUP — Responsible for policy development, management development and administrative control of operating branches within the Procurement Group.

38. DIRECTOR, PURCHASING BRANCH — Responsible for development of central purchasing policy and management of the delivery of purchasing services for all departments.

39. DIRECTOR, WAREHOUSING AND DISTRIBUTION BRANCH — Responsible for management of facilities and systems for materials handling and distribution of stock item supply services to Government and management of short-term storage facilities.

40. DIRECTOR, CONTRACTED SERVICES BRANCH — Responsible for provision of support in planning EDP systems acquisition, contracting for services and administration of contracts.

41. CO-ORDINATOR, SOUTHERN REGION — Responsible for the acquisition of goods and services for clients in Calgary and surrounding area, and for ensuring that supply strategy and operations planning properly reflect the needs of clients in the southern part of the Province.

42. EXECUTIVE DIRECTOR, SUPPLY OPERATIONS GROUP — Responsible for policy development, management development and administrative control of operating branches within the Supply Operations Group.

43. DIRECTOR, OFFICE SERVICES BRANCH — Responsible for the management of the Central Duplicating Plant and Quick Print Centres, and the provision of photocopy services; provides consultative advice concerning audio-visual and reprographic equipment selection throughout Government.

44. DIRECTOR, SURPLUS SALES BRANCH — Responsible for the development of marketing strategies designed to achieve an orderly flow of material and maximize proceeds from the sale of surplus assets.

45. DIRECTOR, EQUIPMENT AND TRANSPORTATION BRANCH — Responsible for the provision of fleet management services, rental and service of office equipment and provision of Government-wide courier service.

46. DIRECTOR, RECORDS MANAGEMENT BRANCH — Responsible for providing information in overall records management and microfilm services across Government and for managing the Records Centre.

47. MANAGING DIRECTOR, PUBLIC AFFAIRS BUREAU — Responsible for Government-wide communications and communications production services.

48. EXECUTIVE DIRECTOR, COMMUNICATIONS GROUP — Responsible for Public Affairs Units, Promotion and Hospitality and the Regional Information Telephone Enquiry System.

49. DIRECTORS, PUBLIC AFFAIRS UNITS — Responsible for co-ordinating the activities of the Public Affairs Officers seconded to various Government programme departments.

50. DIRECTOR, PROMOTION AND HOSPITALITY GRANTS — Responsible for managing the program of hospitality grants and promotion, including the visiting journalists' program.

51. DIRECTOR, REGIONAL INFORMATON TELEPHONE ENQUIRY — Responsible for operation of the telephone enquiry centres across the Province.

52. DIRECTOR, COMMUNICATIONS GROUP SERVICES — Responsible for Alberta Communications Network, research programs and meeting speciality requirements of Public Affairs Officers in Government departments.

53. DIRECTOR, ADVERTISING — Co-ordinates the selection of advertising agencies for advertisement production and placement; provides counsel and advice to the Communications Group.

54. EXECUTIVE DIRECTOR, COMMUNICATIONS PRODUCTION GROUP — Responsible for the Audio-Visual, Creative Services, Print Graphics and Publications Services Branches.

55. DIRECTOR, AUDIO-VISUAL SERVICES BRANCH — Manages the production of films, photography, V.T.R., slide and tape presentations; operates the Film Library.

56. DIRECTOR, CREATIVE SERVICES BRANCH — Provides graphic arts services for publications and special projects.

57. DIRECTOR, PRINT GRAPHICS — Responsible for consultation, co-ordination, and acquisition of printing production.

58. DIRECTOR, DISPLAY AND EXHIBITION SERVICES — Management the design, production and staging of displays for various exhibitions.

59. MANAGER, PUBLICATION SERVICES — Responsible for the cataloguing and distribution of Government publications, including Acts, Regulations and the Alberta Gazette.

ADMINISTRATIVE SERVICES DIVISION

The Administrative Services Division provides central support services to the Department in the following areas:

— programme accounting
— enterprise accounting
— financial planning and analysis
— personnel
— automated systems
— records management
— accommodation
— internal audit
— general administration
— legal counsel.

Special Projects and Highlights

Enterprise Accounting

In April, 1981, a decision was announced by the Deputy Minister to centralize the Enterprise Accounting sections into the Enterprise Accounting Branch, Administrative Services Division. During the year, major efforts were directed at planning, implementing and delivering this significant new responsibility. Following centralization, the Branch was reorganized into functional units, and continued to provide a full range of accounting services including billing, accounts receivable and payable, statement preparation, and budget analysis.

A cash management system was developed and implemented, and a computerized accounts receivable software package was acquired and installed.

Personnel Branch

The Personnel Branch continued in the role of providing specialized advice and guidance to managers at all levels within the Department, as well as providing administrative support through a broad range of employee-related activities.

The Branch developed new supervisory training programs designed to equip supervisors with specific skills in results-based management. These programs included courses in employee performance appraisal systems, and general supervisory skills.

Continued emphasis was placed on occupational health and safety, with the on-going focus of assisting field management in accident prevention. Workshops on accident prevention for both supervisory and non-supervisory staff continued to be offered throughout the Province. The Department's accident frequency and severity rates continued to show improvement during the year.

Classification actions reached a total of 1,003, an increase of 83 over the 1980/81 total of 920. Recruitment requests reached 1,093, an increase of 167 over the previous year.

Internal Audit

The Internal Audit Branch conducts a continuous, independent, and systematic appraisal activity, examining the Department's financial controls, evaluating their adequacy and reviewing performance for the purpose of advising management on the effectiveness and efficiency of the financial function. The function also involves verifying compliance with Acts, Regulations, Central Agency and/or Departmental policies, procedures and guidelines, as well as the terms of contracts and other agreements.

Furthermore, Audit offers practical accounting advice as required and, through participation on inter-divisional steering committees, provides consultative advice on audit trails and control mechanisms during the development and implementation of automated information systems.

Accommodation

An Accommodation Planner and Co-ordinator position was established to assist managers in planning and co-ordinating departmental space facilities and needs.

A Planning Committee, with representatives from each Division, was established and met bi-weekly to co-ordinate planning associated with the relocation to the new head office building. Policy Guidelines and an Occupancy Fit Program were developed during 1981/82.

The Finance, Planning and Priorities Co-ordination Committee of the Government of Alberta approved acquisition of a facility to accommodate Alberta Government warehousing, distribution, and purchasing activities. The project is to be completed in 1983.

Automated Information Systems

To support the increasing demands for application of computer-based information systems and services within the Department, and to meet the requirements of Treasury Board Directive 07/81, an Automated Information Systems Section was created. The first Departmental Electronic Data Processing Plan reflecting planned 1982/83 activities was prepared. A Departmental Word Processing Feasibility Study was completed, and detailed planning and implementation of recommendations was initiated.

Records Management

The Records Management Section provides a wide range of records management services to all Departmental offices. Services include the design and implementation of new records systems. In 1981/82, emphasis was changed to a project management approach, and Records Analysts were hired. Continued attention to removing inactive records and materials from office storage has resulted in estimated savings in excess of $125,000 for 1981/82. In addition, eleven branches of the Department requested and received assistance in the area of improved file classification systems.

Departmental Publications and Library Services

Studies were initiated in 1981 with a view to upgrading Departmental Publications and Library Services. In addition, the Departmental Office Services Section assumed responsibility for co-ordinating the acquisition for photocopiers and audio-visual equipment for the Department.

Personnel Statistics

		Permanent Positions	
		Total as at March 31/82	Total as at March 31/81
MINISTER'S OFFICE	3	3	5
ADMINISTRATIVE SERVICES DIVISION			
General Administration	26		
Financial Services	40		
Personnel	34		
Enterprise Accounting	45	145	91
METRIC CONVERSION	4	4	4
INFORMATION SERVICES DIVISION			
A.D.M.'s Office	2		
Divisional Support	11		
Records Management	16		
Computer Systems Group	183		
Computer Processing Group	491		
Micrographics Enterprise	10		
Planning & Policy	13	726	599
OPERATING AND MAINTENANCE DIVISION			
Divisional Support	15		
Planning & Services	54		
P.P. Southern	242		
P.P. Central	131		
P.P. Northeast	91		
P.P. Northwest	176		
Salary Pool Shops	53		
Salary Pool Southern	354		
Salary Pool Central	332		
Salary Northeast	402		
Salary Northwest	344		
Courier	55		
Tour Guides	3	2,252	2,311
PUBLIC AFFAIRS BUREAU			
Divisional Support	17		
Public Communications	71		
Telephone Inquiry (R.I.T.E.)	67		
Publications	10		
Print Graphics	11		
Creative Services	15		
Audio-Visual Services	18		
Advertising	2		
Promotion and Hospitality	2	213	208
SUPPLY DIVISION			
A.D.M.'s Office	2		
Divisional Support	4		
Purchasing Branch	64		
Planning & Development	11		
Surplus Sales (Edmonton & Calgary)	16		
Warehousing & Distribution	78		
Office Services Branch	5		
Office Services Ent.	56		
Equipment & Transportation	50	286	221
ALBERTA GOVERNMENT SERVICES TOTAL		3,629	3,439

ALBERTA GOVERNMENT SERVICES
PROGRAMME SUMMARY OF PROGRAMME EXPENDITURES

For the Fiscal Year Ended March 31, 1982
With Comparative Figures for the Previous Year (Unaudited)

PROGRAMME
Departmental Support Services
Minister's Office
Administrative Services
Previous Year
Financial Services
Personnel
Metric Conversion
Programme Total
Building Operations & Maintenance
Divisional Administration
Planning and Services
Tour Guides
Plant Operations & Maintenance
Programme Total
Government Transportation
Government Services Garage
Aircraft Operations
Central Delivery & Courier Services
Programme Total
Supply
Divisional Administration
Purchasing
Planning & Development
Surplus Sales
Office Services
Programme Total
Public Affairs
Administration
Public Communications
Telephone Enquiry (R.I.T.E.)
Promotions & Hospitality
Advertising
Print Procurement
Publications & Distribution
Creative Services
Audio-Visual Services
Programme Total
Information Services
A.D.M.'s Office
Planning & Policy
Records Management
Programme Total
Department Total

1981/82		1980/81	
$ 155,843		$ 119,094	
956,038		582,096	
723,574		556,012	
988,215		727,031	
206,308		167,352	
	$ 3,029,978		$ 2,151,585
517,889		583,444	
1,873,416		1,258,240	
159,523		128,806	
93,567,539		74,861,584	
	96,118,367		76,832,074
192,994		130,000	
2,771,812		2,391,358	
1,733,290		1,130,516	
	4,698,096		3,651,874
549,189		415,194	
1,985,998		1,508,438	
296,794		153,904	
646,095		452,291	
77,862		54,314	
	3,555,938		2,584,141
1,593,874		670,956	
1,986,427		1,588,183	
1,373,150		1,017,297	
290,300		215,799	
237,230		197,731	
313,417		244,151	
1,565,686		633,103	
614,566		578,475	
626,166		717,215	
	8,600,816		5,862,910
231,713		245,189	
400,531		282,518	
589,618		458,256	
	1,221,862		985,963
	$ 117,225,057		$ 92,068,547

GOVERNMENT SERVICES REVOLVING FUND
FINANCIAL STATEMENTS
MARCH 31, 1982

Auditor's Report

Balance Sheet

Statement of Income and Retained Earnings

Statement of Changes in Financial Position

Notes to the Financial Statements

Schedule of Cost of Sales

Schedule of Service Revenue

Schedule of Operating Expenses

Schedule of Net Income by Division

ALBERTA LEGISLATURE

OFFICE OF THE AUDITOR GENERAL

AUDITOR'S REPORT

To the Minister of
Government Services

I have examined the balance sheet of the Government Services Revolving Fund as at March 31, 1982 and the statements of income and retained earnings and changes in financial position for the year then ended. My examination was made in accordance with generally accepted auditing standards, and accordingly included such tests and other procedures as I considered necessary in the circumstances.

In my opinion, these financial statements present fairly the financial position of the Fund as at March 31, 1982 and the results of its operations and the changes in its financial position for the year then ended in accordance with generally accepted accounting principles applied on a basis consistent with that of the preceding year.

C.A.
Auditor General

Edmonton, Alberta
October 22, 1982

GOVERNMENT SERVICES REVOLVING FUND

BALANCE SHEET

AS AT MARCH 31, 1982

	1982	1981
ASSETS		
Current:		
Accounts receivable	$ 26,406,248	$ 25,067,418
Inventories (Note 5)	5,654,906	4,393,731
Prepaid expenses	40,050	4,812
	32,101,204	29,465,961
Fixed: (Note 6)		
Computer, transportation and general equipment, at cost	77,120,201	56,355,220
Less: Accumulated depreciation	29,454,922	19,699,627
	47,665,279	36,655,593
Trust:		
Province of Alberta general trust account	253,756	145,236
	$ 80,020,239	$ 66,266,790
LIABILITIES		
Current:		
Accounts payable	$ 8,213,809	$ 14,675,258
Accumulated provision for aircraft overhaul (Note 7)	382,991	236,411
Provincial Treasurer's advance	68,648,669	48,913,149
Retained earnings, Statement B	2,521,014	2,296,736
Trust:		
Contract holdbacks payable	253,756	145,236
	$ 80,020,239	$ 66,266,790

The accompanying notes are part
of these financial statements.

GOVERNMENT SERVICES REVOLVING FUND

STATEMENT OF INCOME AND RETAINED EARNINGS

FOR THE YEAR ENDED MARCH 31, 1982

	1982	1981
Sales	$ 42,767,895	$ 39,329,425
Cost of sales, Schedule 1	38,498,560	35,087,275
Gross profit	4,269,335	4,242,150
Service revenue, Schedule 2	54,645,768	45,878,685
	58,915,103	50,120,835
Operating expenses, Schedule 3	58,690,825	48,795,500
Net income, Schedule 4	224,278	1,325,335
Retained earnings at beginning of year	2,296,736	971,401
Retained earnings at end of year	$ 2,521,014	$ 2,296,736

GOVERNMENT SERVICES REVOLVING FUND

STATEMENT OF CHANGES IN FINANCIAL POSITION

FOR THE YEAR ENDED MARCH 31, 1982

	1982	1981
Funds were provided from:		
Net income	$ 224,278	$ 1,325,335
Add: (deduct) items not involving current funds:		
Depreciation	11,375,707	7,113,817
Provision for aircraft overhaul	395,951	234,966
Gain on disposal of fixed assets	(487,602)	(37,737)
Funds from operations	11,508,334	8,636,381
Advances from the Provincial Treasurer	120,936,892	90,609,491
Proceeds from disposal of fixed assets	2,414,315	1,208,679
	134,859,541	100,454,551
Funds were applied to:		
Repayment of advances from the Provincial Treasurer	101,201,372	81,785,001
Purchase of fixed assets	24,312,106	16,075,014
Aircraft overhaul expenditure	249,371	117,051
	125,762,849	97,977,066
Increase in funds	9,096,692	2,477,485
Funds at beginning of year	14,790,703	12,313,218
Funds at end of year	$ 23,887,395	$ 14,790,703

NOTES TO THE FINANCIAL STATEMENTS

MARCH 31, 1982

Note 1 Authority

The Government Services Revolving Fund operates under the authority of the Department of Government Services Act, Chapter D-21, Revised Statutes of Alberta 1980.

Note 2 Significant Accounting Policies

(a) General

These financial statements reflect all operations of the Department of Government Services which were financed by the Revolving Fund. The Fund finances part of the operations of the following:

Information Services Division
Operating and Maintenance Division
Public Affairs Bureau
Supply Division

All internal transactions have been eliminated in the preparation of these financial statements.

(b) Administration Expenses

Accommodation, basic office furnishings, certain administrative salaries and other administrative expenses are provided by the General Revenue Fund of the Province of Alberta at no cost and, accordingly, are not reflected in these financial statements.

(c) Depreciation

Fixed assets, except automobiles and trucks, are depreciated on a straight line basis over the estimated useful life of the asset. The estimated useful life for major asset categories is as follows:

Computer hardware	3 to 10 years
Computer software	3 or 5 years
Aircraft	12 years
Other equipment	5 to 10 years

Automobiles and trucks are depreciated on a modified straight line basis over their estimated useful life of 10 years. The modified straight line basis results in a reducing depreciation charge at various stages throughout the estimated useful life.

Major assets within the above categories are periodically reviewed for changes in estimated useful life or salvage value. As a result of this review depreciation for the year ended March 31, 1982 has been increased by $1,000,000 in respect of computer hardware.

(d) Inventories

Inventories are valued at the lower of cost or net realizable value. Cost is determined on a first in, first out basis, except for automotive and office equipment parts and commodity items which utilize a weighted average basis, and aircraft parts which are specifically identified.

(e) Leases

All leases can be cancelled by the Fund at the end of any fiscal year and are therefore accounted for as operating leases.

(f) Cost of Sales

Cost of sales are calculated as follows:

Operating and Maintenance Division — cost of direct material, labour and other purchased services.

Public Affairs Bureau — cost of direct materials, production supplies and other purchased services.

Supply Division — cost of direct material.

(g) Provision for Aircraft Overhaul

This provision is based on the estimated amounts required for aircraft engine overhauls and is calculated on the basis of hours of use.

Aircraft overhaul expenditure is charged to the accumulated provision.

Note 3 Change in Organizational Structure

Effective April 1, 1981 the Equipment and Transportation Enterprise, previously responsible for provision of aircraft services and automotive rentals and services to government departments, was transferred from the Operating and Maintenance Division to the Supply Division. Also effective April 1, 1981 aircraft services, previously part of the Equipment and Transportation Enterprise, was established as a separate enterprise.

Note 4 Change in Scope of Operations

Effective January 1, 1982 the Public Affairs Bureau, responsible for provision of printing and publishing services to government departments, ceased to operate as part of the Revolving Fund apart from completing work in progress.

Note 5 Inventories

Inventories are summarized as follows:

	1982	1981
Raw materials and finished goods	$ 4,904,700	$ 4,042,058
Work in progress	1,698	6,500
	4,906,398	4,048,558
Consumable supplies	748,508	345,173
	$ 5,654,906	$ 4,393,731

Note 6 Fixed Assets

Fixed assets are detailed as folows:

	1982			1981
	Cost	Accumulated Depreciation	Net Book Value	Net Book Value
Computer hardware	$ 33,282,345	$ 18,487,927	$ 14,794,418	$ 9,391,935
Computer software	2,584,108	925,841	1,658,267	780,020
Automobiles and trucks	30,332,487	8,341,545	21,990,942	20,886,696
Aircraft	7,505,022	658,323	6,846,699	4,149,451
Printing and photocopying	1,565,511	521,560	1,043,951	572,675
Office and general equipment	1,735,882	452,806	1,283,076	839,129
Shop equipment	114,846	66,920	47,926	35,687
	$ 77,120,201	$ 29,454,922	$ 47,665,279	$ 36,655,593

Note 7 Accumulated Provision for Aircraft Overhaul

The accumulated provision consists of:

	1982	1981
Balance at beginning of year	$ 236,411	$ 118,496
Add: Current provision	395,951	234,966
	632,362	353,462
Deduct: Aircraft overhaul expenditure	249,371	117,051
Balance at end of year	$ 382,991	$ 236,411

Note 8 Commitments

The annual rent and maintenance payable for computer hardware by the Fund in each of the next five years under long-term agreements in effect at March 31, 1982 is as follows:

1982-83 — $5,394,049
1983-84 — 4,526,359
1984-85 — 2,396,529
1985-86 — 1,457,366
1986-87 — 1,223,389

These agreements can be cancelled by the Fund at the end of any fiscal year.

Note 9 Subsequent Event

In June 1982 the Information Services Division sold certain computer hardware, incurring a loss on disposal of approximately $1,500,000.

Note 10 Comparative Figures

The 1981 figures have been restated where necessary to conform to 1982 presentation.

Note 11 Approval of Financial Statements

These financial statements were approved by management on October 22, 1982.

Schedule 1

GOVERNMENT SERVICES REVOLVING FUND

COST OF SALES

FOR THE YEAR ENDED MARCH 31, 1982

	1982	1981
Inventories at beginning of year	$ 4,048,558	$ 3,877,623
Purchases	39,356,400	35,258,210
	43,404,958	39,135,833
Inventories at end of year	4,906,398	4,048,558
	$ 38,498,560	$ 35,087,275

Schedule 2

GOVERNMENT SERVICES REVOLVING FUND

SERVICE REVENUE

FOR THE YEAR ENDED MARCH 31, 1982

	1982	1981
Data processing	$ 29,408,314	$21,807,621
Equipment rental	15,637,658	11,539,665
Systems consulting	6,922,639	10,696,326
Cartage	1,203,033	703,095
Microfilming	809,119	524,382
Gain on disposal of fixed assets	487,602	37,737
Computer and software sales	167,751	558,204
Miscellaneous	9,652	11,655
	$ 54,645,768	$ 45,878,685

Schedule 3

GOVERNMENT SERVICES REVOLVING FUND

OPERATING EXPENSES

FOR THE YEAR ENDED MARCH 31, 1982

	1982	1981
Manpower	$ 21,004,239	$ 15,304,006
Depreciation	11,375,707	7,113,817
Rentals	8,672,768	6,683,184
Repairs and maintenance	7,354,941	5,329,611
Professional, technical and labour services	4,194,212	9,848,655
Materials and supplies	3,148,173	2,003,746
Licences and other fees	1,004,053	689,515
Freight and postage	658,358	528,859
Travel	648,994	458,050
Provision for aircraft overhaul	395,951	234,966
Computer and software purchases for resale	167,751	558,204
Telephone and communications	44,338	38,340
Miscellaneous	21,340	4,547
	$ 58,690,825	$ 48,795,500

Schedule 4

GOVERNMENT SERVICES REVOLVING FUND

NET INCOME BY DIVISION

FOR THE YEAR ENDED MARCH 31, 1982

	1982						1981
	Sales	Cost of Sales	Gross Profit (Loss)	Service Revenue	Operating Expenses	Net Income (Loss)	Net Income (Loss)
Information Services Division:							
Central Micrographics Enterprise	$ —	$ —	$ —	$ 812,377	$ 621,496	$ 190,881	$ (64,649)
Computer Processing Enterprise	—	—	—	30,360,952	31,384,491	(1,023,539)	(375,940)
Computer Systems Enterprise	—	—	—	7,380,393	7,037,079	343,314	505,328
Computer and software sales	—	—	—	167,751	167,751	—	—
Intra-divisional eliminations	—	—	—	(671,771)	(671,771)	—	—
	—	—	—	38,049,702	38,539,046	(489,344)	64,739
Operating and Maintenance Division:							
Work Orders	7,638,467	7,351,570	286,897	—	132,305	154,592	569,571
Public Affairs Bureau:							
Communications Production Enterprise	15,169,784	15,173,005	(3,221)	—	—	(3,221)	229
Supply Division:							
Office Services Enterprise	2,011,281	772,273	1,239,008	(11,048)	1,638,206	(410,246)	15,082
Warehousing and Distribution Enterprise	19,445,431	16,432,872	3,012,559	1,209,179	3,960,142	261,596	438,984
Air Transportation Enterprise	—	—	—	3,902,358	4,004,153	(101,795)	139,225
Equipment and Transportation Enterprise	—	—	—	12,326,243	11,513,547	812,696	97,505
Intra-divisional eliminations	(260,267)	(114,157)	(146,110)	(80,675)	(226,785)	—	—
	21,196,445	17,090,988	4,105,457	17,346,057	20,889,263	562,251	690,796
Operating results prior to inter-divisional eliminations	44,004,696	39,615,563	4,389,133	55,395,759	59,560,614	224,278	1,325,335
Inter-divisional eliminations	(1,236,801)	(1,117,003)	(119,798)	(749,991)	(869,789)	—	—
Operating results of Fund	$ 42,767,895	$ 38,498,560	$ 4,269,335	$ 54,645,768	$ 58,690,825	$ 224,278	$ 1,325,335

INFORMATION SERVICES DIVISION

The Information Services Division of the Department provides services to Government departments, boards, agencies, and commissions in the following areas:

— computer systems planning, development and maintenance
— electronic data processing, including data conversion, data control, teleprocessing and peripheral functions such as digital plotting
— computer output microfilm (COM)
— telecommunications
— training and technical library services pertaining to all of the above functions.

SPECIAL PROJECTS AND HIGHLIGHTS

Increasing Volumes and Staff Shortages

The pattern of substantial growth in demand for services, which has been evident for a number of years, continued strongly during 1981/82 and all indications point to this growth continuing well into the 80's in spite of the current economic slowdown. The charts following this report graphically display this growth pattern.

While there remains a shortage of highly skilled personnel in a few areas, generally the availability of technical staff improved considerably toward the end of 1981-82 because of the current economic slowdown. As a result, special recruiting strategies have been discontinued and retention of staff has greatly improved.

Teleprocessing

The teleprocessing trend described in previous Annual Reports is continuing, as shown by the ever-increasing number of terminals being supported in client departments. This concept of "decentralized service from a centralized facility" is best illustrated by the map at the conclusion of this section which shows the existing teleprocessing network and proposed enhancements. This network enables clients to use the computer almost instantaneously from any of the locations included on the network.

The long range network plan calls for the development of a modularized network and, in line with recent technological trends, the exploration of such aspects as facsimile, digitized voice, video, mobile and message switching transmission facilities.

The majority of today's teleprocessing devices are visual display terminals, hardcopy printers and remote job entry stations. While these devices are mainly centralized in close proximity to the host computer, due to the high cost of communications there is a trend to locate more computer terminals in rural areas to supply and collect timely and accurate information from and to on-line applications.

New Computing Centres

With the creation of the Central Computing Centre in September, 1981 and the Tax Administration Computing Centre in November, 1981, the Computer Processing Group now consists of four separate computing centres, thereby facilitating specialization and disaster back-up and recovery.

Reorganization of Computer Processing Group

As of April 1, 1981, a significant reorganization took place to enhance the effectiveness of the Group.

Data Conversion and Production Control were combined into a single branch, Production Processing.

The Central Computing Centre was structured as a branch, initially located in the Terrace Building.

Small Technical Support units were added to each Computing Centre to provide immediate support to resolve operational software problems, while the large central Technical Support Branch was reorganized into three major sections, Client Services, Computing Centre Support and Teleprocessing Support.

Distributed/Decentralized Data Processing

During 1981/82, a number of significant measures were taken to lengthen the planning horizon. Most notable of these include:

— review and consolidation of electronic data processing (EDP) plans submitted by all Government departments
— revision of the long-range conceptual network plan
— updating of capacity plans for the Calgary and Terrace Computing Centres
— completion of planning for the Central Computing Centre in Edmonton
— updating the 5-year Strategic Plan for the Computer Processing Group

A program was implemented to assist EDP users in the Government of Alberta with EDP planning. This included preparing documented guides for EDP planning and assistance to clients with preparation of plans.

Association for Canadian Informatics in Governments (A.C.I.G.)

The Department continues to be active in this national organization and is participating specifically on a task force concerned with systems transfer. It is felt that great potential for savings exists in this area if systems can be successfully transferred or shared between member jurisdictions.

Technical Training

A training calendar is issued each year outlining courses available in all areas of computing, systems, and office automation. In 1981/82, 98 courses were offered. In addition, self-study courses are offered through the technical library which also provides services such as reference and research, inter-library loans, a keyword index to periodical articles and photocopying. In 1981/82, 280 self-study courses were taken and 70 literature searches were performed.

Use of the Private Sector

Use of the private sector for EDP systems work continued to increase dramatically. During the year 1981/82, $10 million was expended compared to $7 million in 1980/81, $3.2 million in 1979/80 and $1.8 million in 1978/79. All indications point to a continuation of this upward trend. With the shortage of qualified EDP professionals in the marketplace, the private sector was used extensively to offset staff vacancies during the early part of 1981/82.

Systems Development and Maintenance

The substantial growth in systems development experienced over the past several years continued in 1981/82, with an increase in annual expenditures of 68% over 1980/81 - from $7.2 to $12.1 million. This growth was felt as well in the areas of on-going maintenance, where the net effect was an increase of 10 systems representing .56 million lines of computer code. This brought the totals to 101 systems maintained with 3.86 million lines of computer code.

During 1981/82, a new service was introduced through the offering of End User Products—user-friendly tools that reach directly out to the end user to satisfy certain business application needs. This approach was well received and will be further pursued in subsequent years with the hope that some reduction in custom systems development requirements will result.

Management (Common) Systems

The introduction of an approach to acquiring, implementing and supporting business software packages that could be used on a common basis across various clients was successfully implemented in 1981/82 with seven new systems. Continued emphasis will be placed on this cost-effective manner of satisfying client requirements where applicable.

Equipment Changes

The significant equipment acquisitions during 1981/82 were as follows:

— purchase of an Amdahl 470 V8 for the new Central Computing Centre
— lease of a second IBM 3033 processor for the Terrace Computing Centre (to create an Attached Processor configuration)
— lease of an IBM 4341 model group 2 processor for the new Tax Administration Computing Centre
— purchase of an IBM 3033S processor to replace the leased IBM 3031 processor at the Calgary Computing Centre
— the acquisition of the fourth and fifth 3800 printer systems, four additional front end processors, thirty-two tape drives, and forty-four thousand megabytes of additional direct access storage capacity.

EDP Practices and Guidelines

A major upgrade to "EDP Practices and Guidelines" was prepared for release in April, 1982. The manual was prepared using the new Alberta Government Services phototypesetting facilities and included updates to most sections, including a greatly expanded section on EDP planning.

Telecommunications

In December, 1981, the Cabinet approved the establishment of a unit, within Alberta Government Services, which will be responsible for ensuring that the telecommunications requirements of the Government of Alberta are met in a timely and cost-effective manner. In compliance with this decision, the Telecommunications Branch of the Department of Housing and Public Works was transferred into the Department of Government Services in February, 1982.

During the 1982/83 and 1983/84 fiscal years, the Telecommunications Group will become fully operational, through the addition of key technical staff, to augment those transferred and those which were already part of Alberta Government Services. A major project to be undertaken by the group is the establishment of a Province-wide Multi-Departmental Mobile Radio System to serve the needs of the Forestry Division, the Highway Patrol, the Fish and Wildlife Division and other potential Alberta Government users.

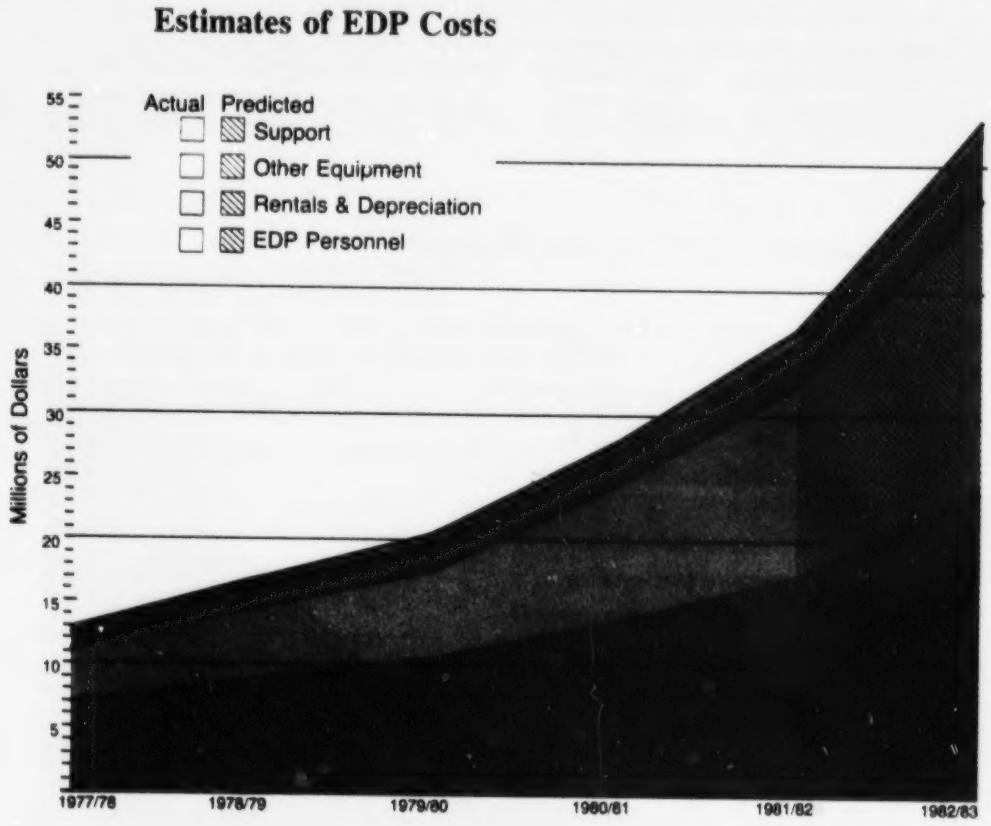
OFFICE AUTOMATION

In the latter part of 1981/82 an Office Automation Branch was formed within the Computer Systems Group with a mandate to supply consulting and other services related to office systems to Government departments and agencies. These services include both manual and automated systems with emphasis, however, on the latter type. The Branch assumed the consulting and training responsibilities formerly performed by the Records Management Branch, some of the office services function from the Supply Division, and added new responsibilities associated with automated office systems and products such as word processing and electronic mail.

EDP Costs

Estimates of EDP Costs

This chart shows the accumulated costs incurred by Alberta Government Services in serving its client organizations. The figures for 1977/78 through 1980/81 were taken from departmental records while those for 1981/82 were based on a projection from the first nine months, and those for 1982/83 were based on the AGS budget and client EDP plans.



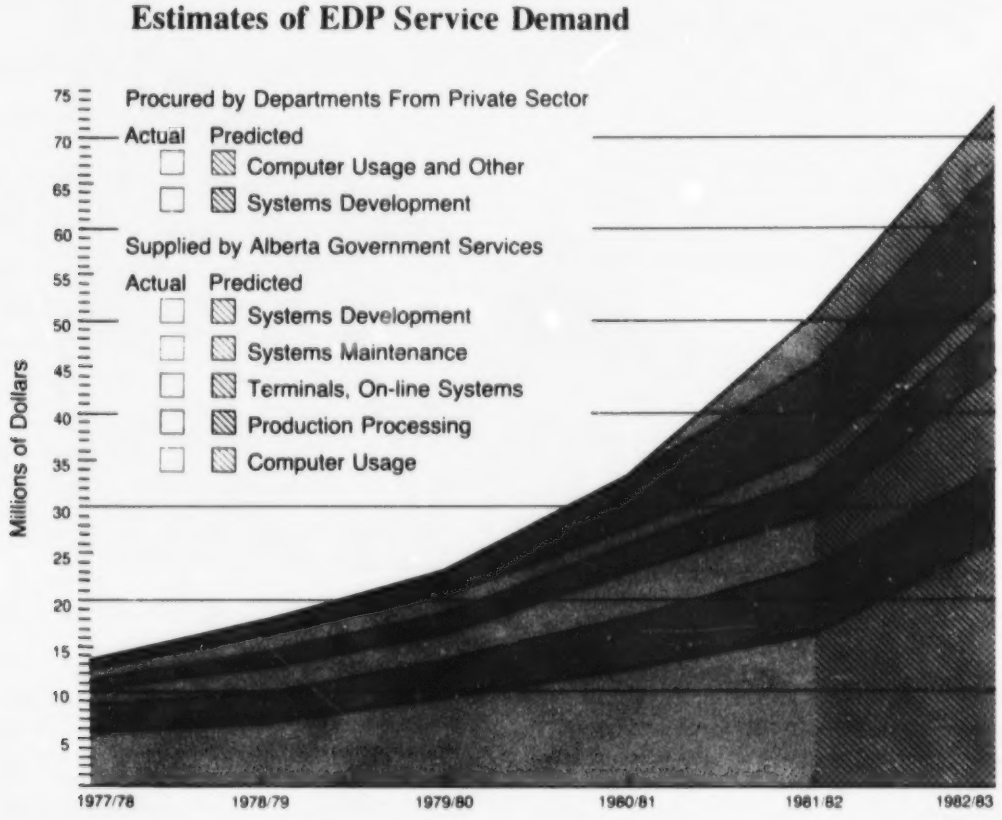
EDP Service Demand

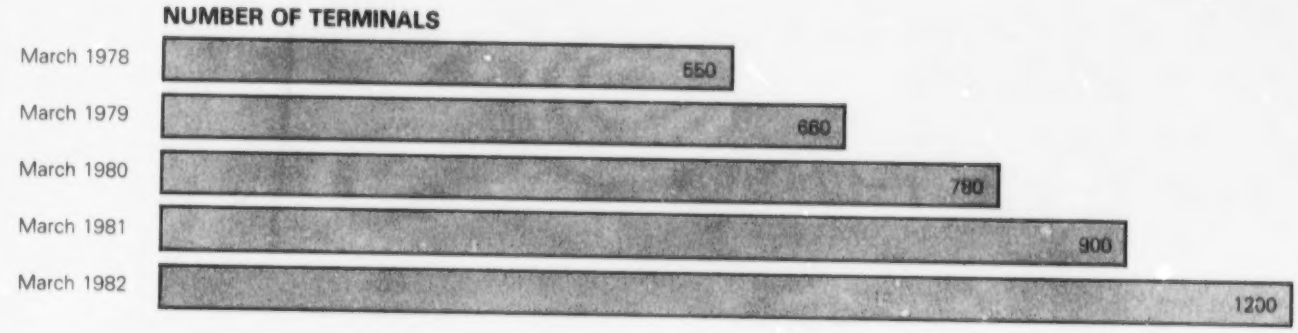
Estimates of EDP Service Demand

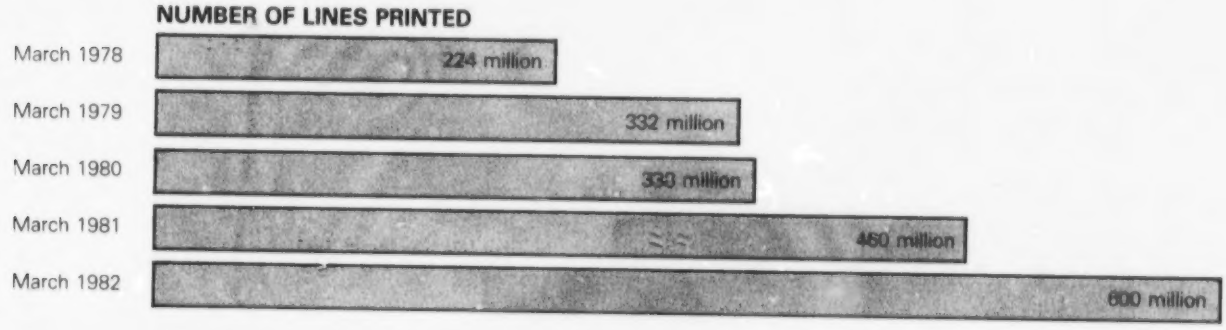
This chart shows the accumulated EDP service demand which was satisfied jointly by Alberta Government Services and by the private sector.

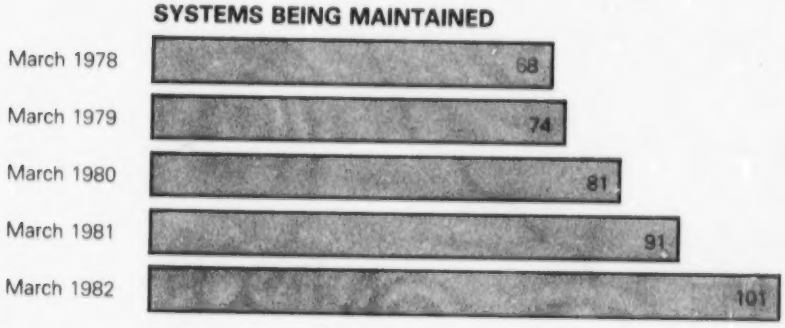
It shows the revenue earned by the major service areas of the Information Services Division, Alberta Government Services. The figures for 1977/78 through 1980/81 were taken from departmental records, while those for 1981/82 were forecast from the first nine months of the year and those for 1982/83 were predicted from trends and client EDP plans. The "Systems Development" category includes only that performed by the Financial Administration Systems Branch and the New Projects Branch of Alberta Government Services.

It also shows departmental expenditure on EDP services from the private sector. It was assumed that for 1977/78 through 1980/81, the departments used Alberta Government Services for all EDP needs, except for expenditure for systems development. For 1981/82, the figures were forecast from summarized AFIS information for the first nine months of the year. For 1982/83, the figures were predicted from trends and client EDP plans. Only data processing expenditures were considered. Departmental expenditures for in-house EDP personnel, purchases of EDP equipment, and related management consulting were not included because of the unavailability of such information.




NUMBER OF TERMINALS
March 1978
550
March 1979
660
March 1980
780
March 1981
900
March 1982
1200


NUMBER OF LINES PRINTED
March 1978
224 million
March 1979
332 million
March 1980
330 million
March 1981
460 million
March 1982
600 million

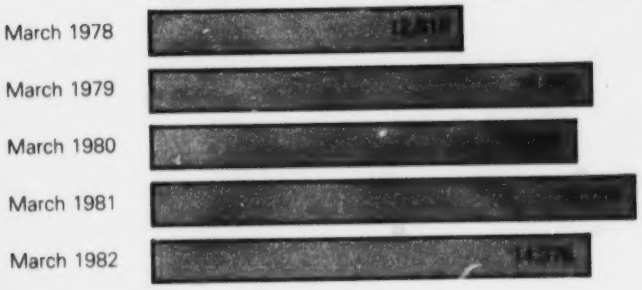

SYSTEMS BEING MAINTAINED
March 1978
68
March 1979
74
March 1980
81
March 1981
91
March 1982
101

MONTHLY VOLUME COMPARISONS

NUMBER OF COMPUTER JOBS

COMPUTER HOURS

AVERAGE KEYSTROKES PER HOUR PER PERSON



FOOTNER LAKE
HIGH LEVEL
FT. MCMURRAY
PEACE RIVER
FAIRVIEW
HIGH PRAIRIE
GRANDE PRAIRIE
SLAVE LAKE
LAC LA BICHE
ATHABASCA
BONNYVILLE
BARRHEAD
SMOKY LAKE
GRANDE CACHE
WHITECOURT
FT. SASK.
ST. PAUL
EDSON
EDMONTON
VEGREVILLE
HINTON
VERMILION
LEDUC
CAMROSE
JASPER
WETASKIWIN
PONOKA
LACOMBE
ROCKY MTN. HOUSE
STETTLER
RED DEER
OLDS
HANNA
BANFF
AIRDRIE
DRUMHELLER
CALGARY
BROOKS
CLARESHOLM
MEDICINE HAT
BLAIRMORE
LETHBRIDGE
Alberta
GOVERNMENT SERVICES
TELEPROCESSING SUPPORT
1982
NETWORK NODES
CURRENT NETWORK
(PROPOSED NETWORK)

OPERATING AND MAINTENANCE DIVISION

The Operating and Maintenance Division is responsible for the management, operation and maintenance of Government owned and leased facilities throughout the Province.

Services are provided through four Physical Plant Regions, supported by a Planning and Services Branch, a Security Services Branch and a Divisional Support Branch.

DIVISION HIGHLIGHTS

The Division maintained 2,159,564 square metres of owned space and 574,207 square metres of leased space, for a total of 2,733,771 square metres, at the end of the 1981/82 fiscal year. These figures reflect an increase of 12,187 square metres of owned space and 131,283 square metres of leased space during the year under review.

Graphs showing the total owned and leased space, productivity, expenditures by functional category, distribution of services on a geographical basis, and annual energy consumption statistics are illustrated on the ensuing pages.

The four Physical Plant Regions responsible for the management, operation and maintenance of Government space were involved in the following major activities:

ARCHITECTURAL PROJECTS

The Architectural and Interior Design staff, together with private consultants, completed ninety-four projects over the past year. Eight building programs were prepared for Capital Budget consideration. The Architectural Group continued to provide consulting support services to the line managers in contracting, custodial training, client support and building research. A Building Space Requirements Report was completed and issued to field personnel.

ENERGY CONSUMPTION

Total energy consumption showed an increase of 7.26% for the 1981/82 fiscal year over last year's level. The total Physical Plant Building Energy Performance Indicator (B.E.P.I.) was 2,455 mj/m² for 1981/82, compared to 2,264 mj/m² for 1980/81. The apparent increase in energy consumption in 1981/82 is largely attributable to the annual differences in weather patterns experienced over the past two years. A study conducted to weight the temperature data resulted in the production of normalized statistics which revealed that the fiscal year 1981/82 actually experienced an approximate 3% decrease in energy consumption over the 1980/81 fiscal period.

ENGINEERING PROJECTS

In-house resources as well as private consultants completed eighty-three mechanical and twenty-one electrical engineering projects in Northern Alberta. In addition, thirty-five mechanical engineering projects were completed in Southern Alberta.

The Systems Balancing Group completed forty building systems balancing projects. The Group also developed expertise in measuring building air leakage in new and existing facilities.

FOOD SERVICE FACILITIES

Nine contracts for cafeterias were awarded during the 1981/82 fiscal year, four of which were new. Plans for new facilities were reviewed. Emphasis continued to be placed on the quality of design and the location within the building. Programs were conducted during "Nutrition Week in Alberta" to teach improved eating habits to employees and promote Alberta products. Quality of food served by caterers and sanitation standards continue to be the prime area of emphasis. Prices charged for food were monitored and controlled.

SECURITY SERVICES

The Security Services Branch was established in the 1981/82 fiscal period with a significant consolidation of the security services provided by the Operating and Maintenance Division. The prime responsibilities of the Branch include the provision of consulting and other security services throughout the Province, as well as guard and monitoring services within the Edmonton urban area. A number of projects were undertaken, including a uniformed guard service for Government Centre and an improved electronic monitoring capability.

SHOPS SERVICES

Alberta Government Shops completed a total of 1,841 projects valued at $1,791,150. Of these, 28 projects valued at $151,930, or 8.5% were performed by the private sector. Included were 385 specialized product manufacturing projects for a value of $772,660, for various Government departments, boards and agencies.

SPECIAL PROJECTS AND UPGRADING PROJECTS

A number of special projects were undertaken during the 1981/82 fiscal period. In the main, these projects consisted of upgrading security and fire protection systems, as well as the upgrading of heating, ventilation and sewage systems. In addition, cafeterias continued to be upgraded and there was an increase in building automation systems. The Division continued the management of an approved Asbestos Abatement Program and awarded twenty-three contracts, totalling $1,288,000. These figures reflect a significant increase over the twelve contracts awarded totalling $230,000 in the previous year. In-house specialists continue to act as a resource to other agencies to increase the awareness of the program and to offer assistance.

TOUR GUIDES

Visitors from all over the world were welcomed by the Tour Guides in the Legislature Building. This guide service is also available to Government House to give the public an opportunity to tour the former residence of the Lieutenant-Governor. The service has now been extended to include the Information Tour Centre at the new Government Centre complex.

USE OF THE PRIVATE SECTOR

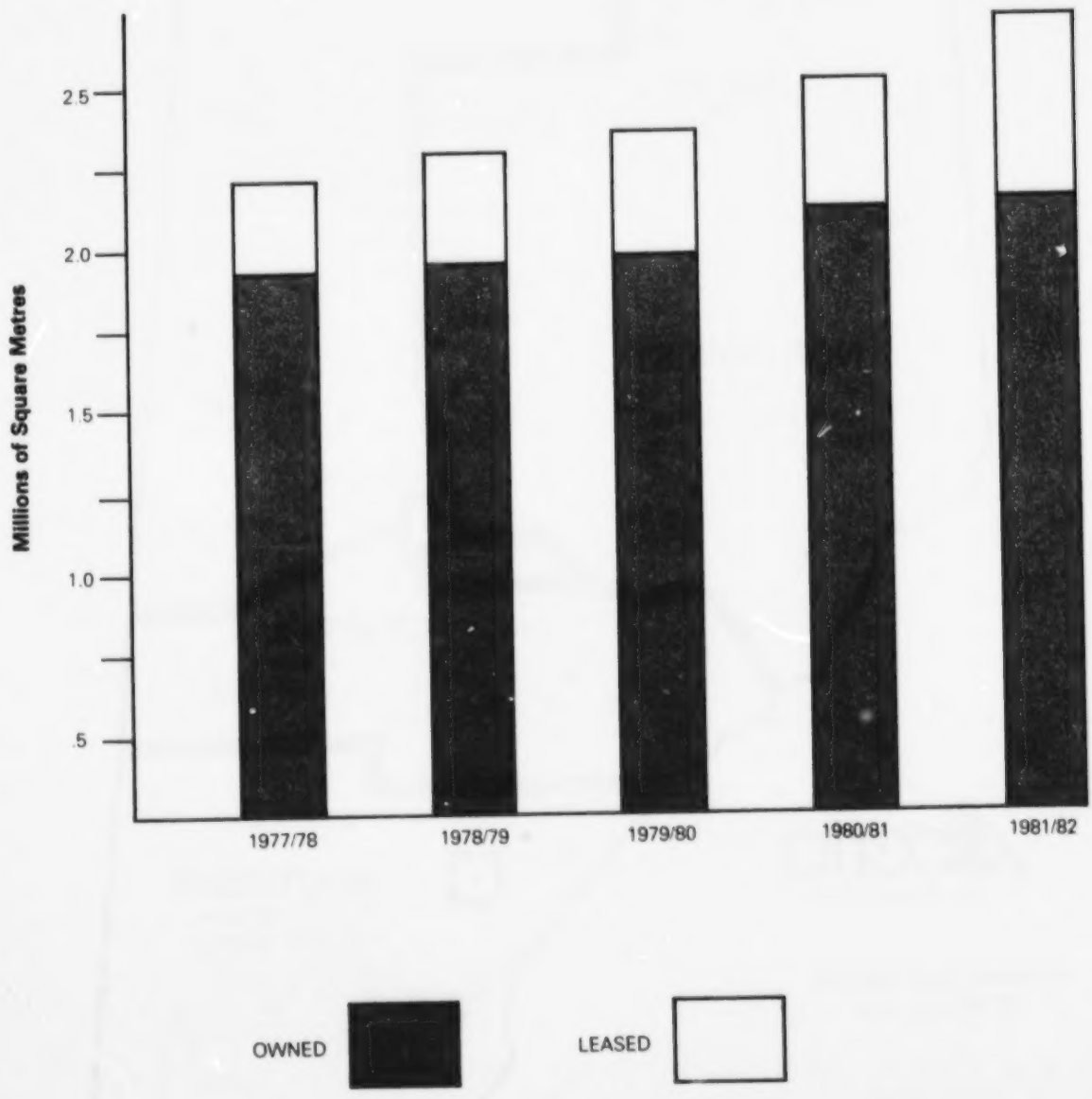
The Division continued to use private sector resources for a number of caretaking and maintenance contracts, as well as for special projects. The Division's expenditures in the 1981/82 fiscal year increased by 32.4% in the area of contracts to the private sector.

Alberta
GOVERNMENT SERVICES

PHYSICAL PLANT REGIONS
MARCH 31, 1982

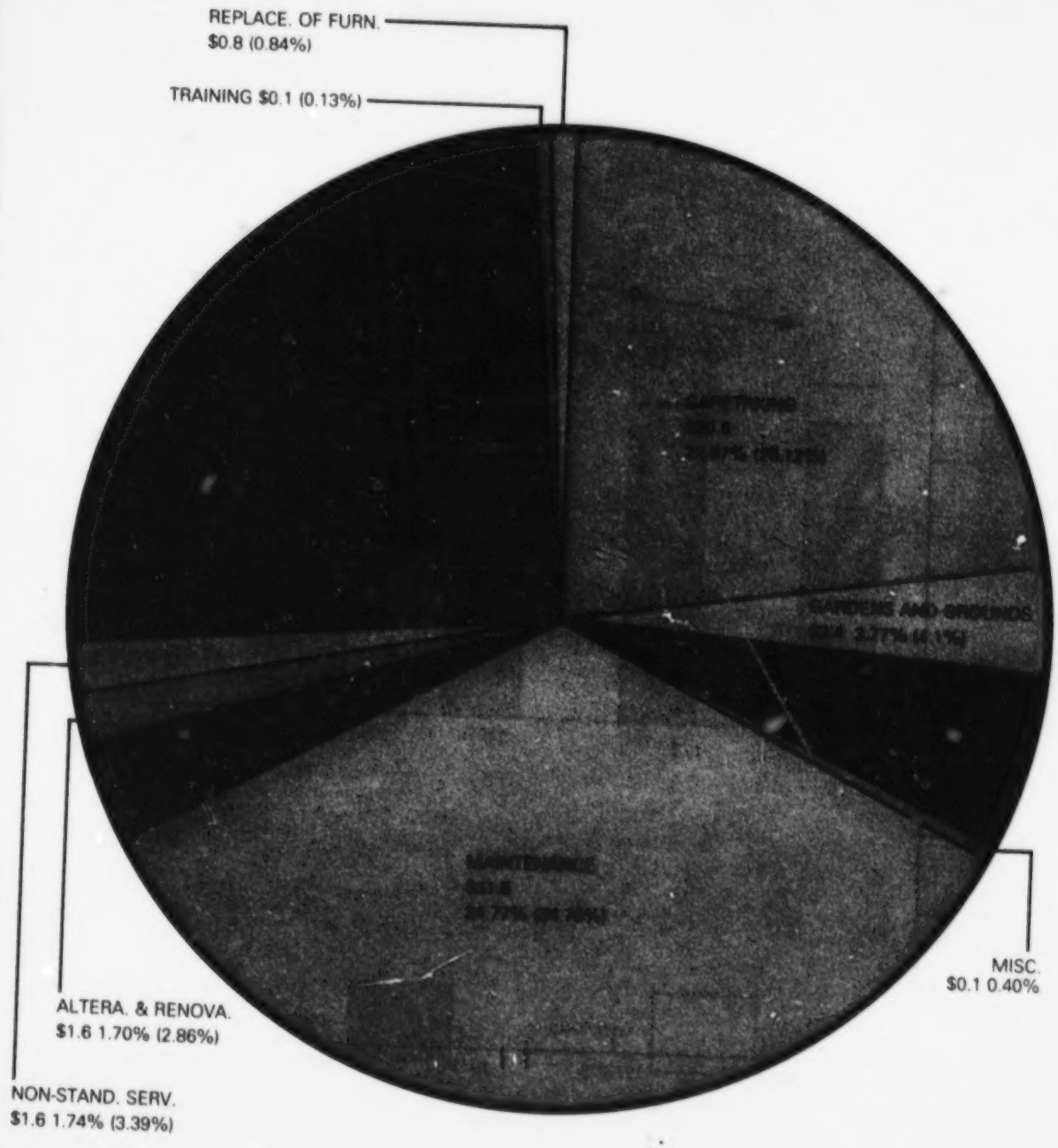
TOTAL OWNED:	2,159,564 m²
TOTAL LEASED:	574,207 m²
	2,733,771 m²

TOTAL SPACE MAINTAINED
IN MILLIONS OF SQUARE METRES



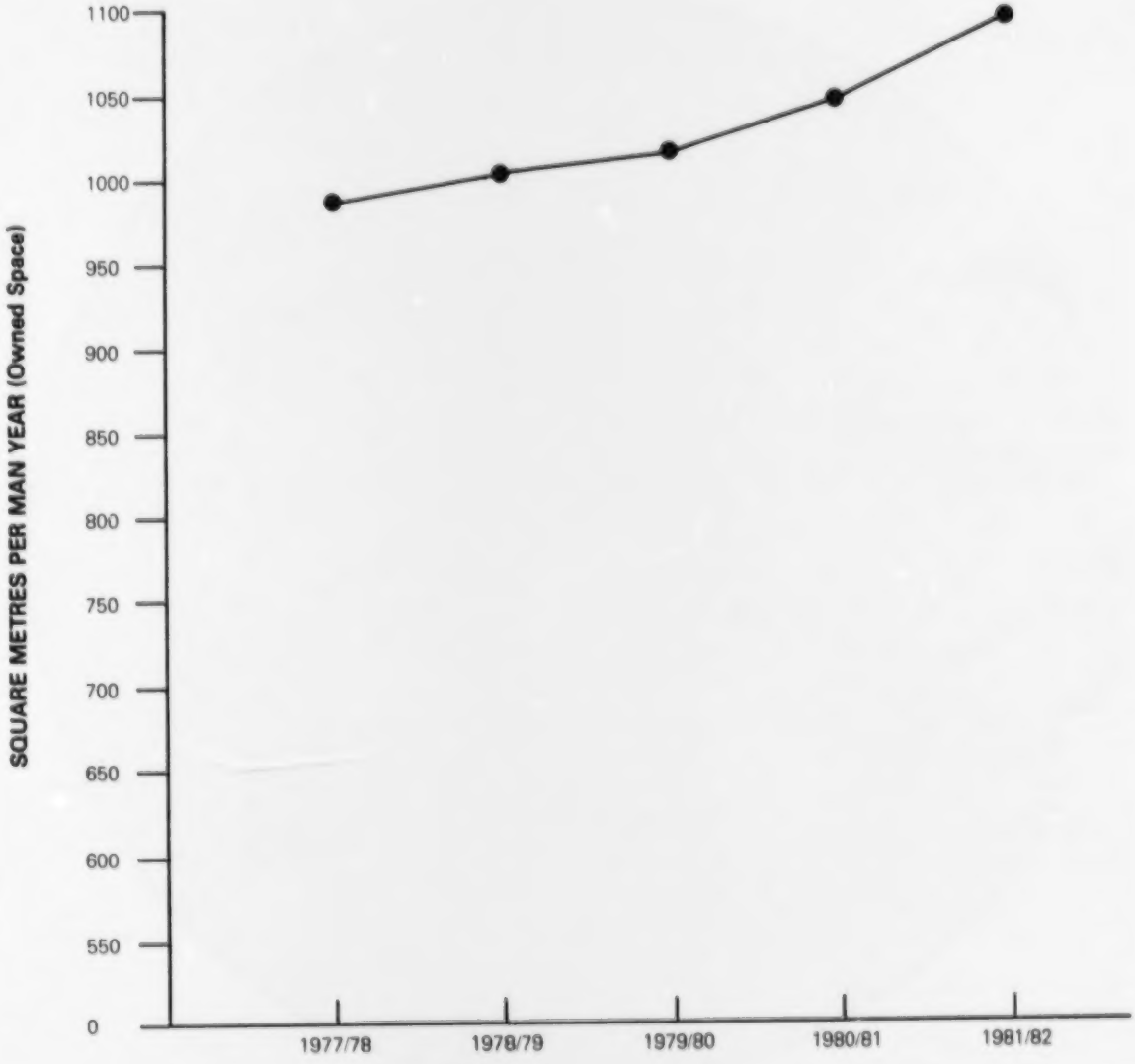
BUILDING OPERATIONS AND MAINTENANCE EXPENDITURES 1981/82

IN $ MILLION

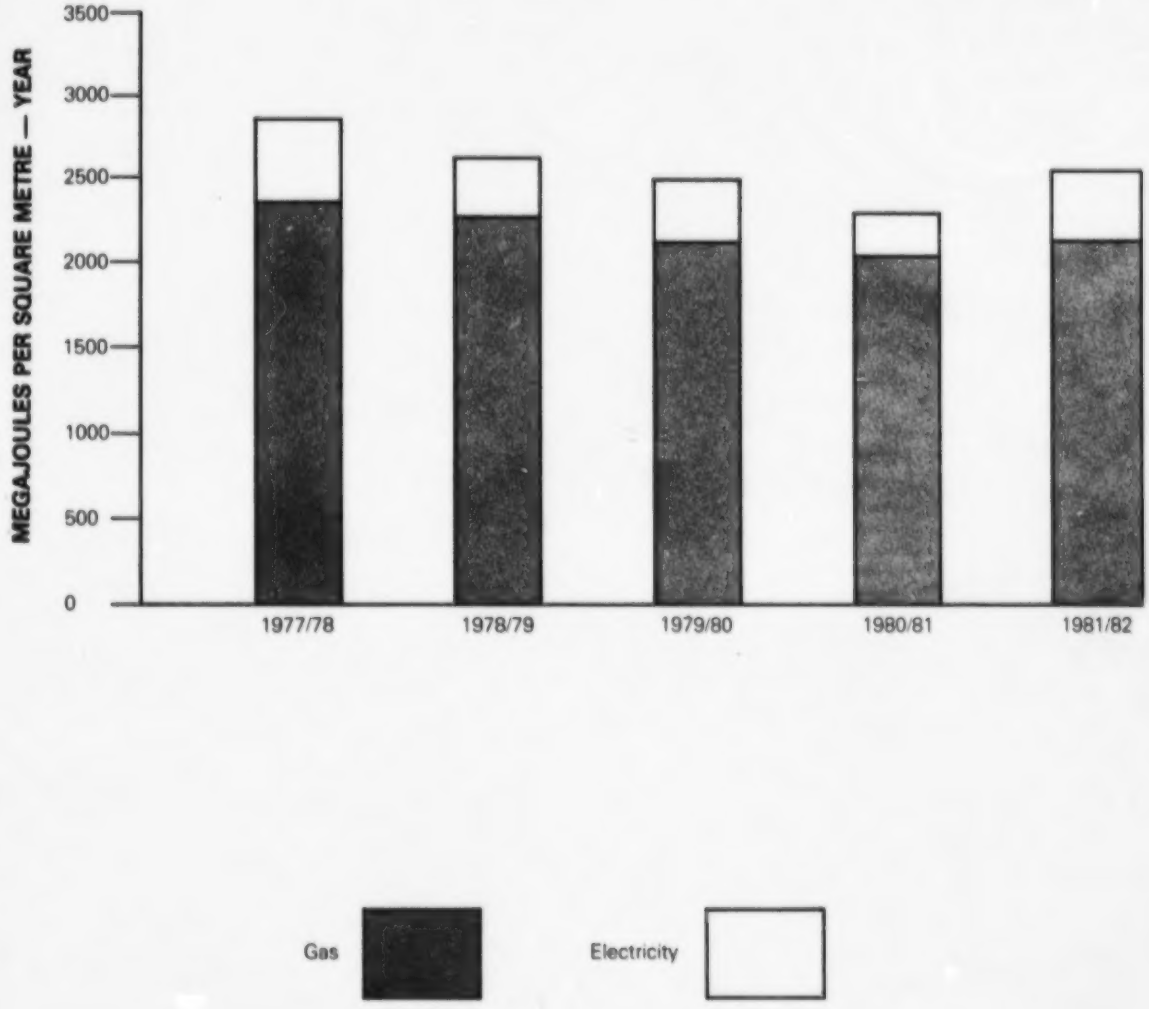


1980/81 SHOWN IN BRACKETS

BUILDING OPERATIONS AND MAINTENANCE PRODUCTIVITY



ANNUAL ENERGY CONSUMPTION



SUPPLY DIVISION

The Supply Division provides a variety of material, equipment and services on behalf of all departments of the Alberta Government, as well as several institutions, boards, agencies, and publicly-funded organizations. The Division is responsible for providing services, in the areas listed below, in a manner that is effective, responsive to user needs, and cost-efficient.

The Branches of the Supply Division and the services they provide are:

- Purchasing Branch acquires materials, equipment and supplies
- Warehousing and Distribution Branch provides centralized inventories of common-use items, delivery and office relocation services, and short-term storage
- Contracted Services Branch provides expertise and co-ordination in the tendering and negotiation of service contracts
- Surplus Sales Branch markets surplus material and equipment, including the disposal of abandoned vehicles throughout the Province
- Equipment and Transportation Branch provides vehicle leasing and fleet management services, maintenance repair and rental of office equipment, Province-wide internal courier service and employee relocation assistance
- Office Services Branch operates the Central Duplicating Plant and the Edmonton and Calgary Quick Print Centres
- Records Management Branch operates centralized records storage facilities, provides micrographic services, and controlled destruction of documents
- Air Transportation Services Branch manages the aircraft fleet, both fixed and rotary wing, in support of program departments and for executive travel.

Support to the service delivery branches of the Division is provided by the Planning and Development Branch through administrative support, research and analysis, project management, and advisory resources in the area of standards and specifications.

SUMMARY

As a result of assignment of new functions within the Department, 1981/82 was characterized by organizational restructuring.

Program management responsibilities were reallocated, with a portion of the Office Services Branch moving to the Information Services Division, to form part of the Office Automation Branch. The Records Centre and Central Micrographics Enterprise of Records Management Branch transferred from the Information Services Division to the Supply Division. As well, Supply Division responsibilities were expanded with the transfer of the Equipment and Transportation Branch from the Operating and Maintenance Division. The Enterprise Accounting Section was transferred to the Administrative Services Division.

In response to the growing size and complexity of the Divisional functions, two groups were created under which the operating Branches were consolidated. The Procurement Group has responsibility for the Purchasing Branch, Contracted Services Branch, Office of the Co-ordinator, Southern Region, as well as the Warehousing and Distribution Branch. The Supply Operations Group has responsibility for the Surplus Sales Branch, Equipment and Transportation Branch, Office Services Branch and Records Management Branch.

Human resource development continued to be a priority in 1981/82. Projects, initiated to derive greater productivity through development of personnel, included job rotation, technical courses and other supervisory and management development courses.

In line with 1981/82 Department and Division priorities of automation and greater use of improved technology, the Division committed itself to improving its management information systems. This was initiated to better monitor efficiency and responsiveness of our programs, establish trends, and measure overall effectiveness.

PROCUREMENT GROUP

PURCHASING BRANCH

During the 1981/82 fiscal year, the Purchasing Branch acquired goods and services totalling $289,000,000 - an increase of 37% over the previous fiscal year. Three product categories comprise the majority of the purchase values; they are: petroleum and related products ($125,000,000), vehicles and heavy equipment ($25,000,000), and data processing equipment ($35,000,000).

The Standing Offer Procurement System (SOPS) continued to play a dominant role in the provision of low cost, repetitive items to Government departments and agencies. This purchasing device, which permits direct access by Government users to annual contracts, has reduced requisition volumes by approximately 10,000 documents annually, with a resultant reduction in administrative costs. Value of purchases through this automated system exceeds $12,000,000 annually.

The Supply Information Purchasing System (SIPS) made continuing progress during the year, with completion of the computer-enhanced purchasing system expected in the 1982/83 fiscal year. This system will permit automation of vendor sourcing, as well as numerous manual functions which are otherwise expensive to perform. It will also provide procurement history data to further improve response capacity in the interest of both user departments and vendors.

The method of securing competitive pricing for the rental of photocopiers was revised during the year. As a result, the first Photocopier Selection Guide was published and circulated to users in the Government, permitting easy identification of the most effective pricing and product capabilities for their photocopier requirements.

The Project Purchasing Section was formed in response to the need for greater co-ordination of capital construction and equipment acquisition. Its involvement in procurement management for such major projects as the Vegreville Environmental Centre, the Walter C. MacKenzie Health

Sciences Centre, and the Edmonton Medical Examiner's Offices, has been well received by client departments as an effective means to co-ordinate the delivery of all purchased services.

The delegated authority to acquire goods using the Direct Purchase Order was increased to $250 per transaction early in 1981/82 fiscal year. This further expansion of direct purchase delegation is designed to reduce administrative costs and permit more immediate supply of required goods and services directly to the point of end use. It has also had the effect of expanding the value of purchases made by Government from small, local businesses outside the major metropolitan areas.

CONTRACTED SERVICES BRANCH

Established during the 1981/82 fiscal year, the Contracted Services Branch is responsible for the procurement of EDP related services such as systems development, consulting services, and time and materials contracting. Also included in the Branch's responsibility is the provision of contracts for general services such as waste removal, aircraft charter and other specialized service contract requirements.

As a consequence of Treasury Directive 07/81, the Branch published the first Users' Guide for the Acquisition of EDP Services, and distributed the Guide to Government departments.

Contracts for Government-wide service requirements were established by Contracted Services Branch during the fiscal year, resulting in the publication of a Hotel Directory and Car Rental Guide for the use of Government employees while on official business.

SOUTHERN REGION

During the fiscal year, the Southern Region was given a more prominent role in the management of purchasing and materials management services for user departments in Southern Alberta. This has permitted Calgary personnel to more effectively service the decentralized clients.

The vendor source listings in the Southern Region were expanded, allowing a wider participation by vendors in the provision of goods and services to regional and decentralized organizations.

Project purchasing support was also initiated in the Southern Region to address the requirements of the Kananaskis Country Project. Purchasing officers are now providing procurement support to both the project team and operations personnel for this significant development.

Nearly 4,000 requisitions were handled by the Southern Region during the fiscal year, representing approximately $8,000,000 in purchase values. Standing Offer agreements placed by the Southern Regional Office for use by Government departments and agencies represented an additional half million dollars of purchases.

Direct purchase authorizations accounted for $1.5 million during the fiscal year, representing goods and services purchased directly from local businesses under the delegated purchase regulations.

WAREHOUSING AND DISTRIBUTION BRANCH

A warehouse reorganization was completed during the fiscal year to permit maximum utilization of cubic storage capacity through the application of current product handling techniques.

A service level in excess of 97% was achieved during the fiscal year, reflecting improved inventory control and client service performance. Service levels in the Branch continue to exceed the performance of similar sized warehouse service centres.

Order entry, client service and inventory control functions were centralized during the year to reduce administrative costs and improve the Branch's capacity to meet the expanding demand for services.

Warehouse consolidation planning, including layout design and proposals for operational integration of all Edmonton locations, were completed during the year. This project is in preparation for the move to a new Alberta Government Services Supply Centre scheduled for the end of the 1982/83 fiscal year.

The quality of the Stock Item Supply Catalogue was improved by upgrading product descriptions, general information on materials supplied, and ordering procedures. These steps, along with monthly customer bulletins which advise clients of additions, deletions and product line revisions, will further enhance the ability of Government users to access the products available from central warehouse services at economical prices.

Expansions of the service levels and customer base resulted in an increase in revenue from $16.1 million to $19.4 million for the 1981/82 fiscal year.

SUPPLY OPERATIONS GROUP

SURPLUS SALES BRANCH

All areas in this Branch showed a substantial increase in sales activity, ranging from 20 to 130%. Special equipment showed the highest percentage increase, with vehicles second and miscellaneous materials third. The overall increase for the year as compared to the previous year was 50%, with total sales of $4,392,155.

Two major sales of aircraft totalling $725,000 and a large auction sale of heavy equipment for $161,000 contributed significantly to the proceeds realized by the Branch.

In Alberta, upwards of 100,000 vehicles are towed away from streets and highways under the authority of the Alberta Solicitor General through the regulations of the Motor Vehicle Administration Act. Alberta Government Services, through the Surplus Sales Branch, established a method of disposition for abandoned vehicles which were to be sold under the "Abandoned Vehicle Program". This program encompasses liaison with police departments and other administrations in the rural areas and major cities. Where no ownership can be established and the vehicles are of a value of less than $250, they are sold for scrap. This program will result in substantial cost savings in claims from the Motor Vehicle Accident Claims Fund.

Guidelines and procedures were introduced covering hazardous chemicals, hazardous medical equipment, sci-

entific, and all types of electrical, mechanical and gas-fired equipment.

In order to exercise control over the increased volume of records maintained, studies were undertaken with a view to automating the record keeping, marketing and reporting systems.

EQUIPMENT AND TRANSPORTATION BRANCH

CENTRAL DELIVERY AND COURIER SERVICES

In August, 1981 the Edmonton Central Mailroom moved to a new location which was dedicated to the receipt, processing, and dispatch of Government materials to the various departments and locations throughout Alberta. This move provided additional space which enabled the service to expand its scope of operation from fifty-one to one hundred forty-four locations throughout the Province.

The service standard of twenty-four hours from time of receipt to time of delivery to or from Edmonton, and forty-eight hours between all other locations was maintained, even with the more than doubling of locations served.

Growing demands from the general public for high levels of responsiveness from Government departments, boards, and agencies, in particular communication flow between urban and rural offices, resulted in a substantial volume increase of shipments through the Central Delivery and Courier Service operation. This volume increase in shipments was 47,502 or 46.9%, for a total for the year of 148,752 shipments.

The increased use of the courier service by departments, boards, and agencies provided for considerable savings in overall operating expenses in view of the ever-increasing costs of obtaining similar service from alternate sources.

CENTRAL VEHICLE SERVICES

Central Vehicle Services provides vehicles up to 4,500 kg. gross weight on a lease basis to other Government departments. Responsibility for the Vehicle Expense Voucher System, under which operating supplies are purchased, was decentralized to individual departments leasing vehicles. This was done to provide more effective cost control at the departmental level to effect payment of accounts on a more timely basis.

Other projects consisted of evaluating and making recommendations on the use of propane and liquid natural gas in vehicles. Downsizing of vehicles for greater economy within the fleet was another project initiated and one which will receive ongoing attention.

OFFICE EQUIPMENT SERVICES

This section provides for rental and repair of office equipment, such as typewriters and calculators. To ensure the effectiveness and efficiency of this service, an independent study was undertaken which concluded that the operation was highly cost beneficial and was providing responsive services. However, it was decided that opportunities should be sought for greater private sector participation in equipment servicing, particularly in rural areas. The service offering of repairs and maintenance was also redefined to restrict in-house capacity to basic typewriters only. Further, it was decided that no long-term rental service will be provided by the Branch in future. These recommendations will be put into effect in the new fiscal year.

OFFICE SERVICES BRANCH

The Branch operates a Central Duplicating Plant and Quick Print Centres located in Edmonton and Calgary.

During the year, the two Edmonton Quick Print Centres were consolidated and moved into a facility conducive to this type of operation. The consolidation has proven to be extremely beneficial, by reducing courier service expenses, increasing staff and equipment utilization, and improving client service response.

The Calgary Quick Print Centre was established and operating on schedule.

The Quick Print Centres increased production by 9.5%, or 3.8 million impressions, for a combined total of 44.8 million impressions for the year.

A major project was the establishment and implementation of a computer-based photocomposition system in the Central Duplicating Plant. This system encompasses the most modern technology available at the present time. It was installed to produce legislative publications to the "camera ready" stage for printing purposes. This has resulted in producing legislative bills in approximately 50% less time than the previous system. The new system became operational in February and all Bills of the Spring Session of the Legislature were processed.

RECORDS MANAGEMENT BRANCH

In January, 1982 responsibility for Source Document Microfilming and the Records Centre was transferred to the Supply Division.

In November, 1981 work began on an update and revision to the Administrative Records Disposition Guide. This Guide is the major publication upon which the proposed scheduling and destruction of records common to all departments is based. In addition to making the Guide more comprehensive, the revision is addressing a number of procedural matters for the assistance of Departmental Records Officers. Records Officers and over twenty agency individuals were contacted regarding desired changes.

The research conducted for this project is the most extensive since the formulation of the Guide, and was carried forward to 1982/83 for completion.

In an attempt to aid the private sector in the retention of records, the Records Management Branch, Alberta Government Services, developed a draft Business Records Disposition Guide. The purpose of this initiative was to identify all requirements for businesses to maintain records in order to satisfy Provincial Government requirements.

It was found that many of the Acts were not definitive regarding the length of time nor the information which must be kept. Further study will identify possible legislative amendments or alternative means of clarifying Governmental requirements. This project was carried forward to 1982/83.

As the graphs at the end of this section indicate, microfilming and shredding operations maintained high levels of activity. Records Management services in these two areas have combined to save substantial amounts in records storage, given the current high cost of office accommodation.

AIR TRANSPORTATION SERVICES BRANCH

The Air Transportation Services Branch provided fixed wing and helicopter services to Government departments and agencies on the Enterprise Management System. The utilization of aircraft remained at a high level as the forest fire activity for 1981/82 was similar to the previous year. Increases in fixed wing travel was offset by slightly lower utilization on the helicopters.

The total accumulated hours flown for the year was approximately 12% higher than projections.

To improve the margin of safety while operating in smaller regional airports, a new Piper Navajo and King Air 200 were purchased, replacing the older model Beechcraft Queen and King Air 100. Increased flying speed and reduced noise levels have proven to be added advantages.

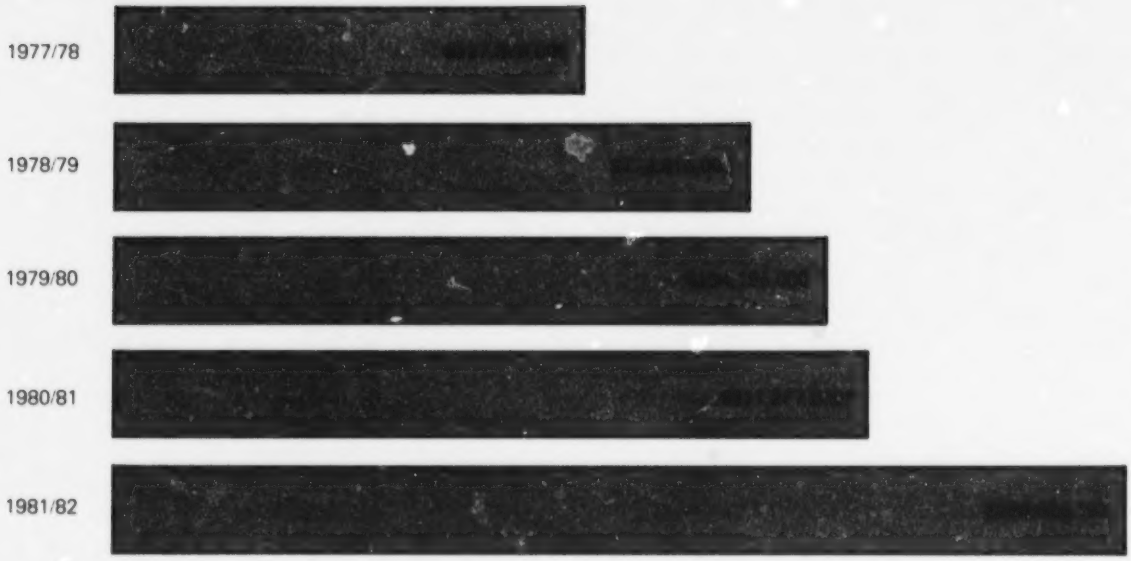
A primary goal for the past year has been human resource development in the training of the pilot and engineering staff in order to maintain the existing high safety standards.

CENTRAL DELIVERY AND COURIER SERVICE
POINTS SERVICED
1981/82

ACME
AIRDRIE
ALIX
ANDREW
ATHABASCA
BANFF
BARRHEAD
BASHAW
BASSANO
BEAVERLODGE
BENTLEY
GROUARD
GUNN
HANNA
HARDISTY
HIGH LEVEL
HIGH PRAIRIE
HIGH RIVER
HINES CREEK
HINTON
HOLDEN
HYTHE
INNISFAIL
JASPER
KILLAM
LAC LA BICHE
LACOMBE
TROCHU
TURNER VALLEY
TWO HILLS
UKRAINIAN VILLAGE
VALLEYVIEW
VAUXHALL
VEGREVILLE
VERMILION
VIKING
VILNA
VULCAN
WAINWRIGHT
WESTLOCK
WETASKIWIN
WHITECOURT
WILDWOOD
WILLINGDON
YOUNGSTOWN
PEACE RIVER
FALHER
FORESTBURG
FORT MACLEOD
FORT MCMURRAY
FORT SASKATCHEWAN
FOX CREEK
GIBBONS
GLENDON
GRANDE CACHE
GRAND CENTRE
GRANDE PRAIRIE
GRIMSHAW
SHERWOOD PARK
SLAVE LAKE
SMOKY LAKE
SPIRIT RIVER
SPRUCE GROVE
STETTLER
STONY PLAIN
STRATHMORE
SUNDRE
SWAN HILLS
SYLVAN LAKE
TABER
THORHILD
THORSBY
THREE HILLS
TOFIELD COALDALE
COCHRANE
COLD LAKE
COLEMAN
CONSORT
CORONATION
DAYSLAND
DELBURNE
DERWENT
DEVON
DIDSBURY
DRAYTON VALLEY
DRUMHELLER
ECKVILLE
EDGERTON
EDMONTON
EDSON
ELK POINT
EMPRESS
FAIRVIEW
PINCHER CREEK
PONOKA
PROVOST
RED CLIFF
RED DEER
REDWATER
RIMBEY
ROCKY MOUNTAIN HOUSE
ST. ALBERT
ST. PAUL
SANGUDO
SEXSMITH BLAIRMORE
BLUE LAKE
BONNYVILLE
BOWDEN
BOW ISLAND
BOYLE
BRETON
BROOKS
CALGARY
CALMAR
CAMROSE
CANMORE
CARDSTON
CARSTAIRS
CASTOR
CLARESHOLM
LAMONT
LEDUC
LEGAL
LETHBRIDGE
LLOYDMINISTER
MANNING
MANNVILLE
MARWAYNE
MAYERTHORPE
MCLENNAN
MEDICINE HAT
MILK RIVER
MORINVILLE
MUNDARE
NANTON
OKOTOKS
OLDS
ONOWAY
OYEN EVANSBURG
PICTURE BUTTE
FOREMOST

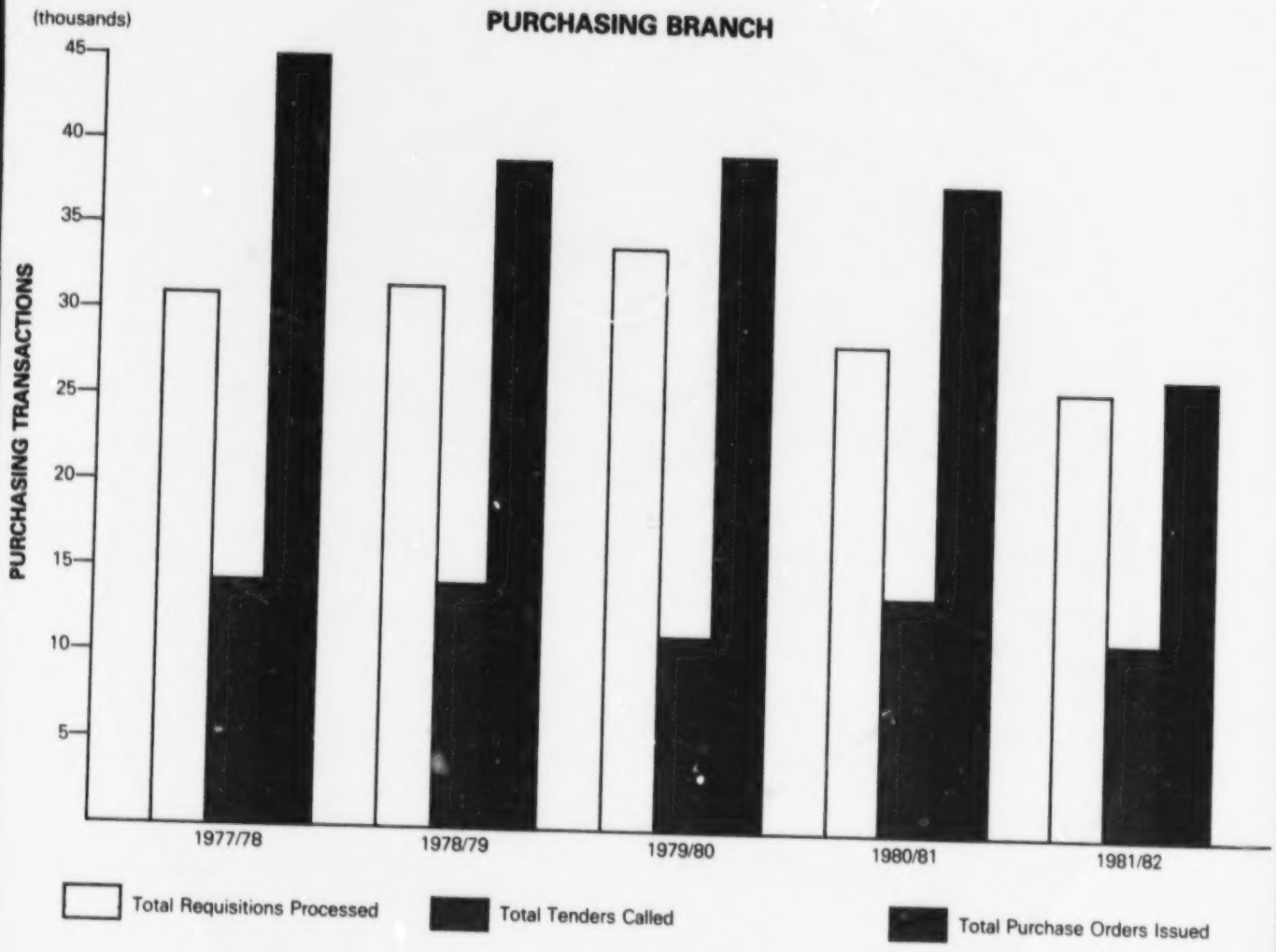
PURCHASING BRANCH

DOLLAR VALUE OF PURCHASES

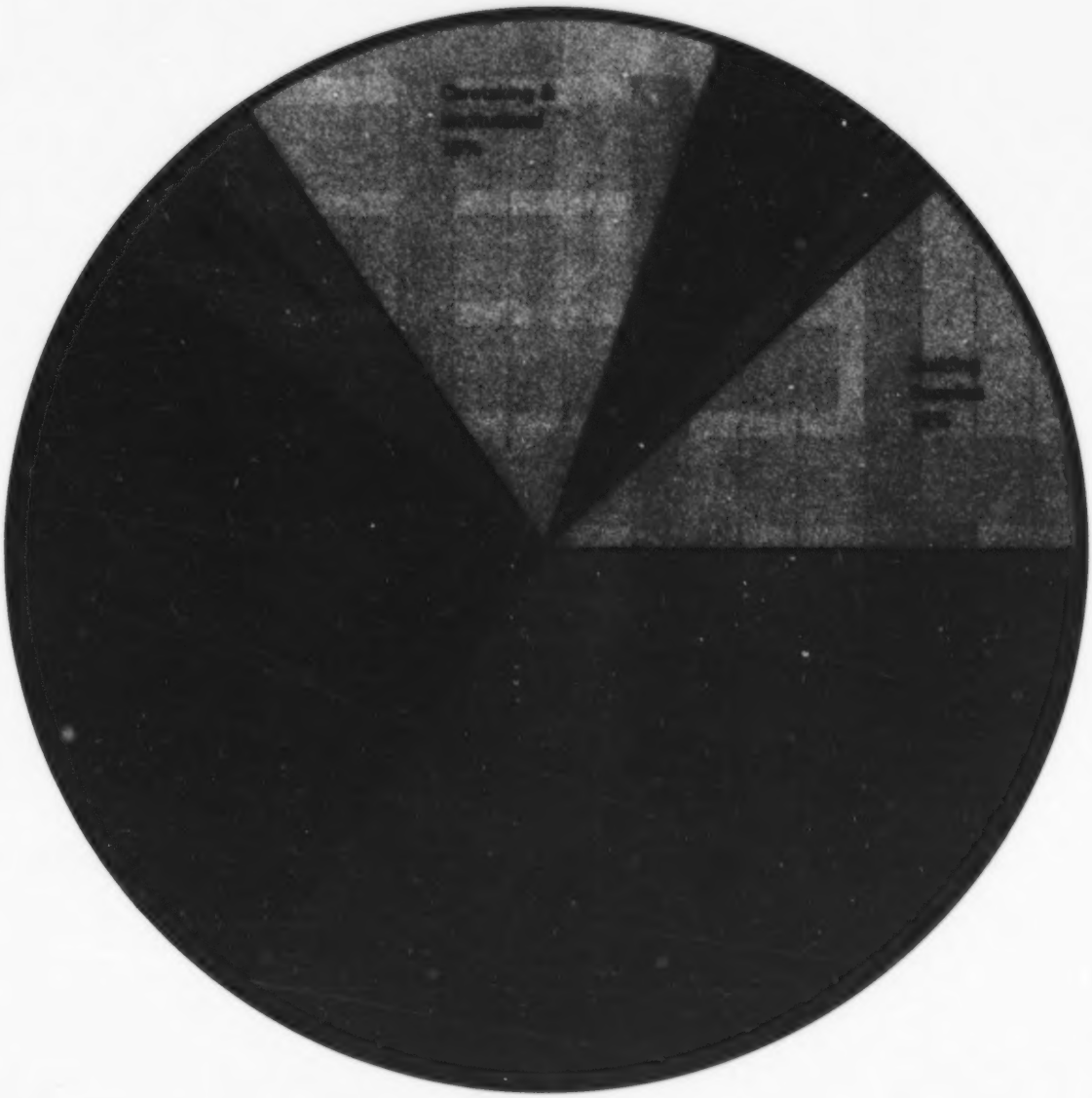


*Excludes single purchase of 1,000 grain hopper cars

$52,000,000


PURCHASING BRANCH
(thousands)
PURCHASING TRANSACTIONS
45
40
35
30
25
20
15
10
5
1977/78
1978/79
1979/80
1980/81
1981/82
Total Requisitions Processed
Total Tenders Called
Total Purchase Orders Issued

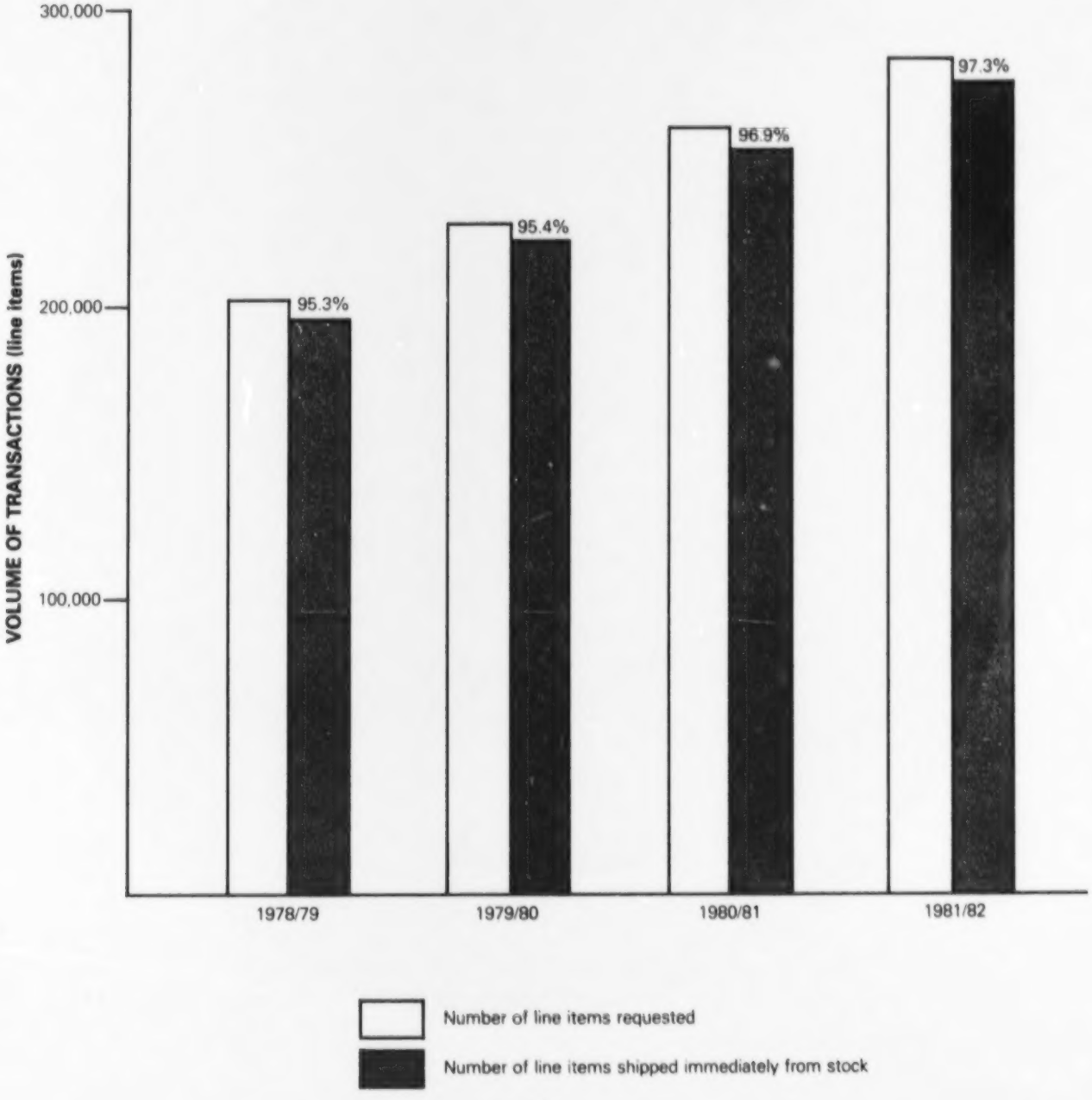
WAREHOUSING & DISTRIBUTION BRANCH
SOURCES OF REVENUE
FISCAL 1981/82



WAREHOUSING & DISTRIBUTION BRANCH
DISTRIBUTION OF REVENUE DOLLARS
FISCAL 1981/82

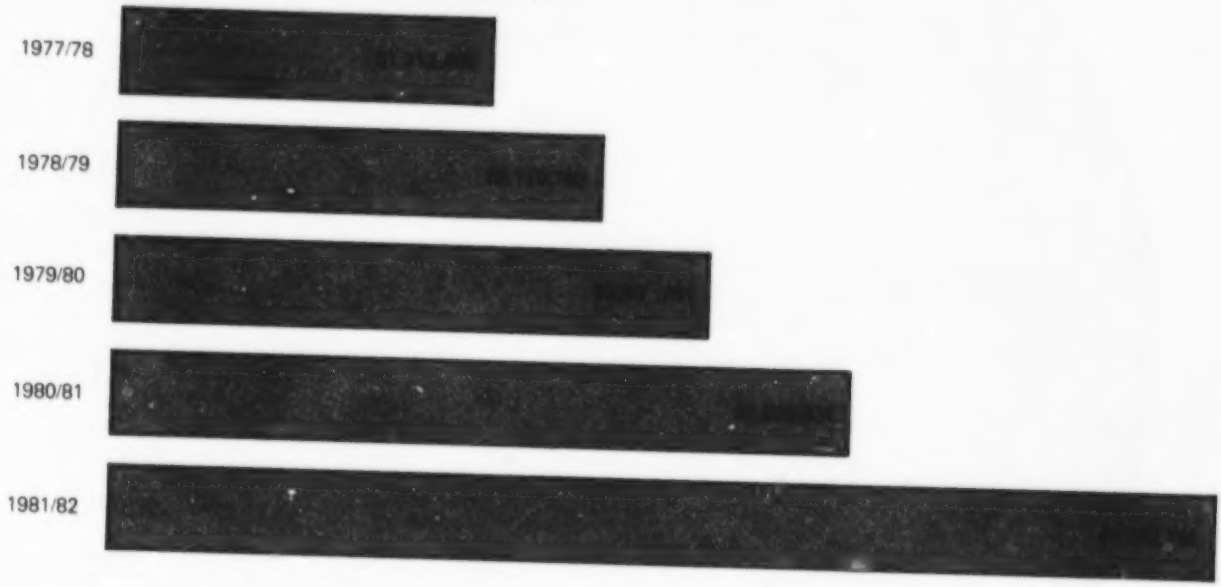
* COST OF SALES INCLUDES TRANSPORT SERVICES CONTRACTED TO THE PRIVATE SECTOR — NOT INCLUDED IN OPERATING EXPENSES

WAREHOUSING & DISTRIBUTION BRANCH
ORDER PROCESSING VOLUME
FISCAL 1981/82 AND PRIOR YEARS



SURPLUS SALES BRANCH

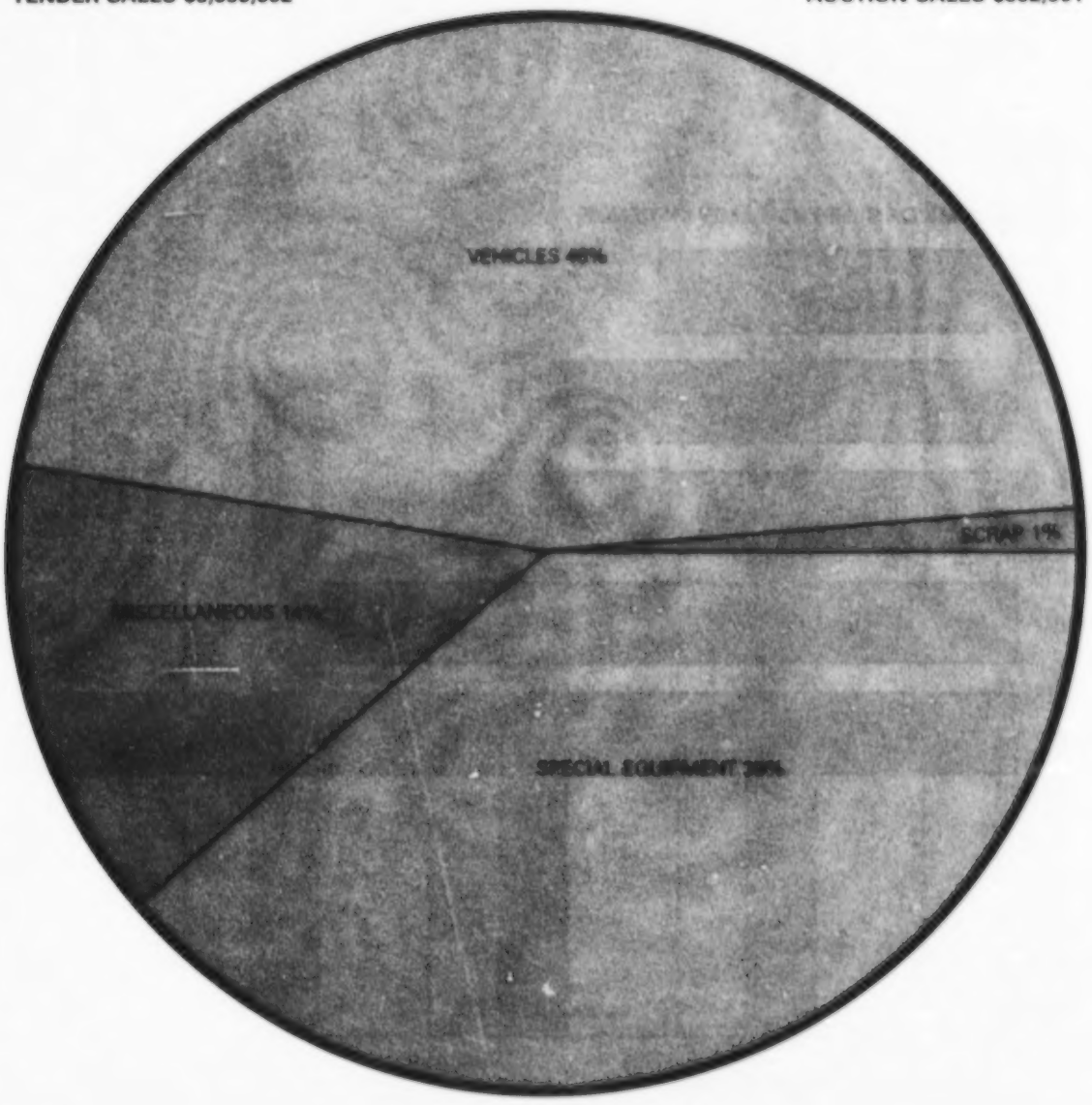
VOLUME OF SURPLUS SALES (REVENUE)



SURPLUS SALES BRANCH
SOURCES OF REVENUE
1981/82

TENDER SALES $3,399,652

AUCTION SALES $992,501



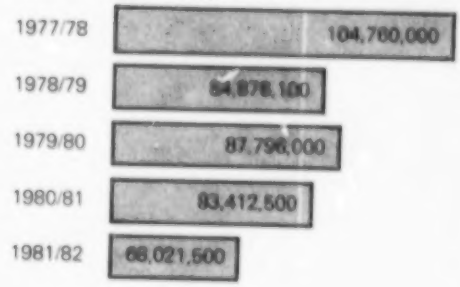
DISBURSED TO
GENERAL REVENUE FUND $1,161,802
CROWN BOARDS, AGENCIES
AND REVOLVING FUNDS $3,230,351

TOTAL REVENUE $4,392,153

OFFICE SERVICES BRANCH

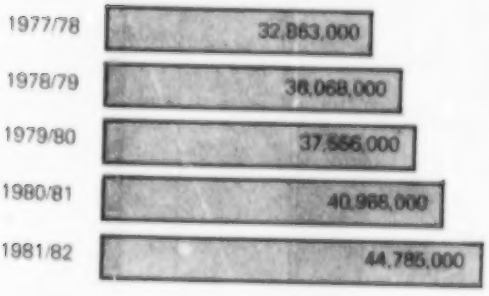
CENTRAL DUPLICATING PLANT

Total Impressions



QUICK PRINT CENTRES — EDMONTON AND CALGARY

Total Impressions

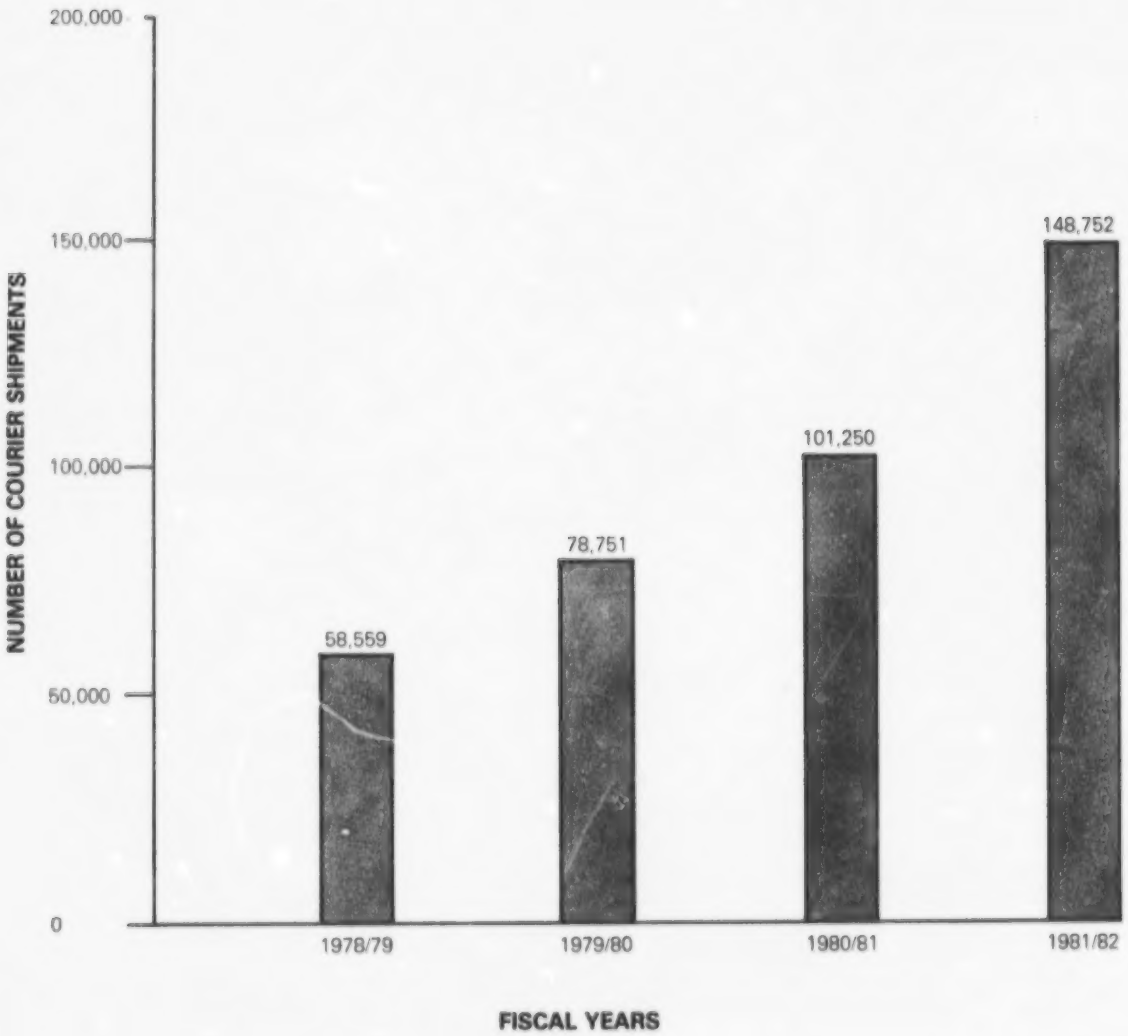


PHOTOCOPYING PRODUCTION AND COST

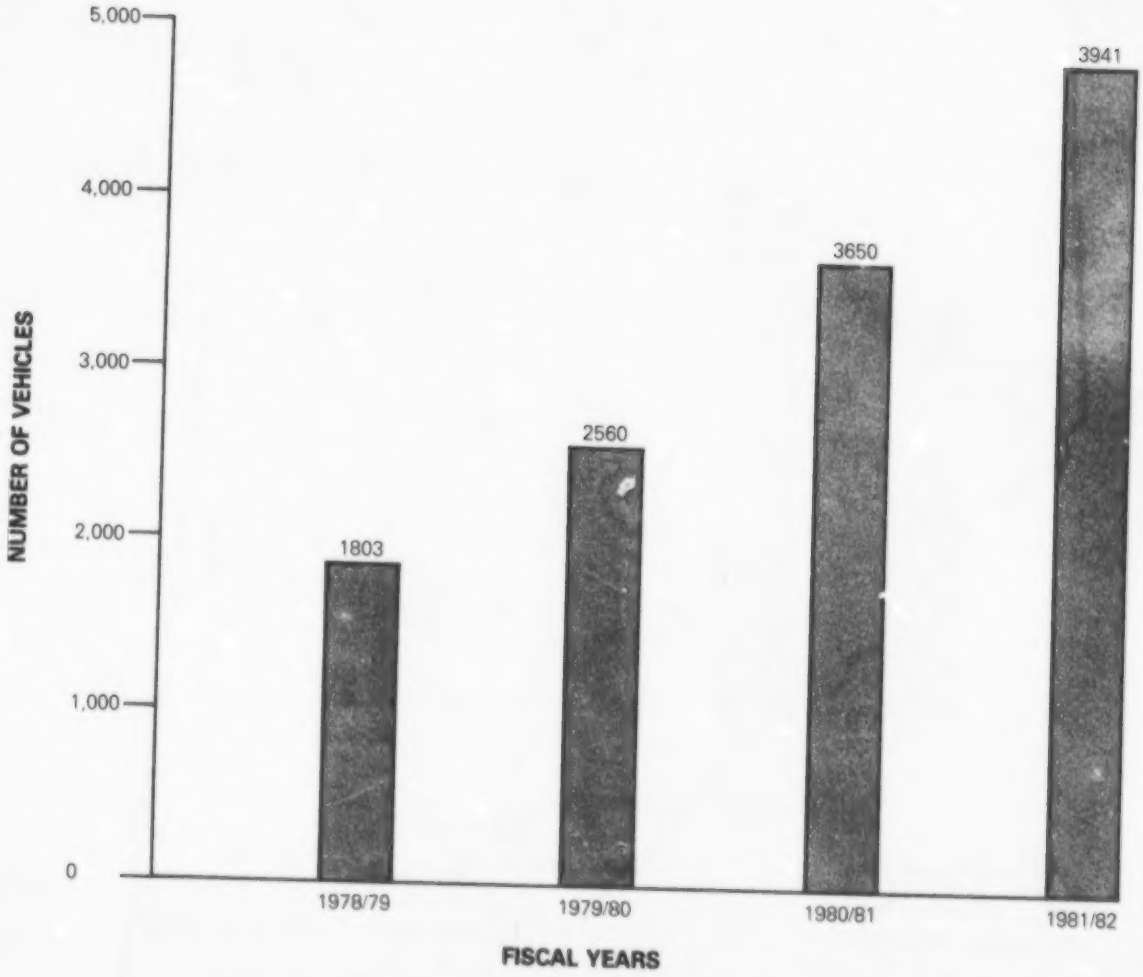
Total Copies

		No. of Photo Copiers	Cost/Copy
1977/78	102,832,000	976	$.038
1978/79	98,060,000	1013	038
1979/80	125,252,000	1057	038
1980/81	129,007,000	1101	039
1981/82	161,215,699	1327	039

EQUIPMENT AND TRANSPORTATION
NUMBER OF COURIER SHIPMENTS



EQUIPMENT AND TRANSPORTATION
CENTRAL VEHICLE SERVICES
NUMBER OF VEHICLES



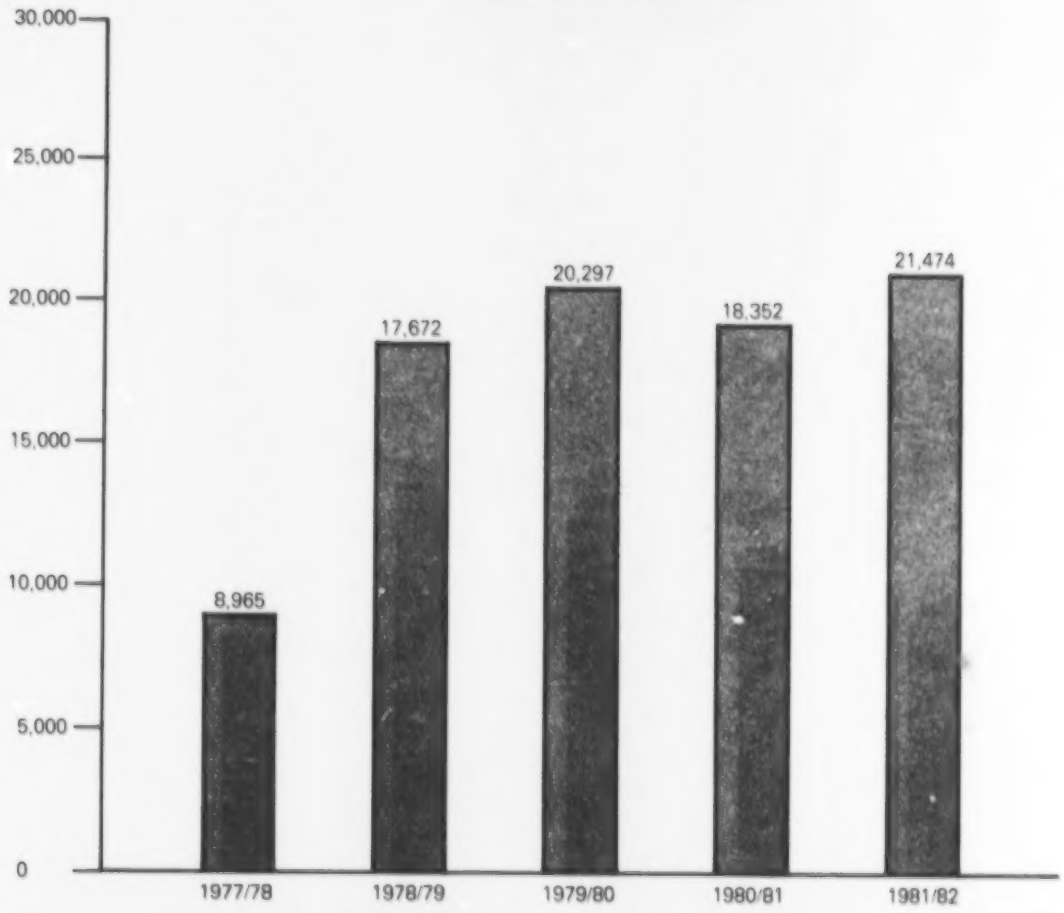
Alberta
GOVERNMENT SERVICES

AIR TRANSPORTATION SERVICES

MAJOR ALBERTA TOWNS AND CITIES SERVICED DURING 1981/82 YEAR

RECORDS MANAGEMENT BRANCH

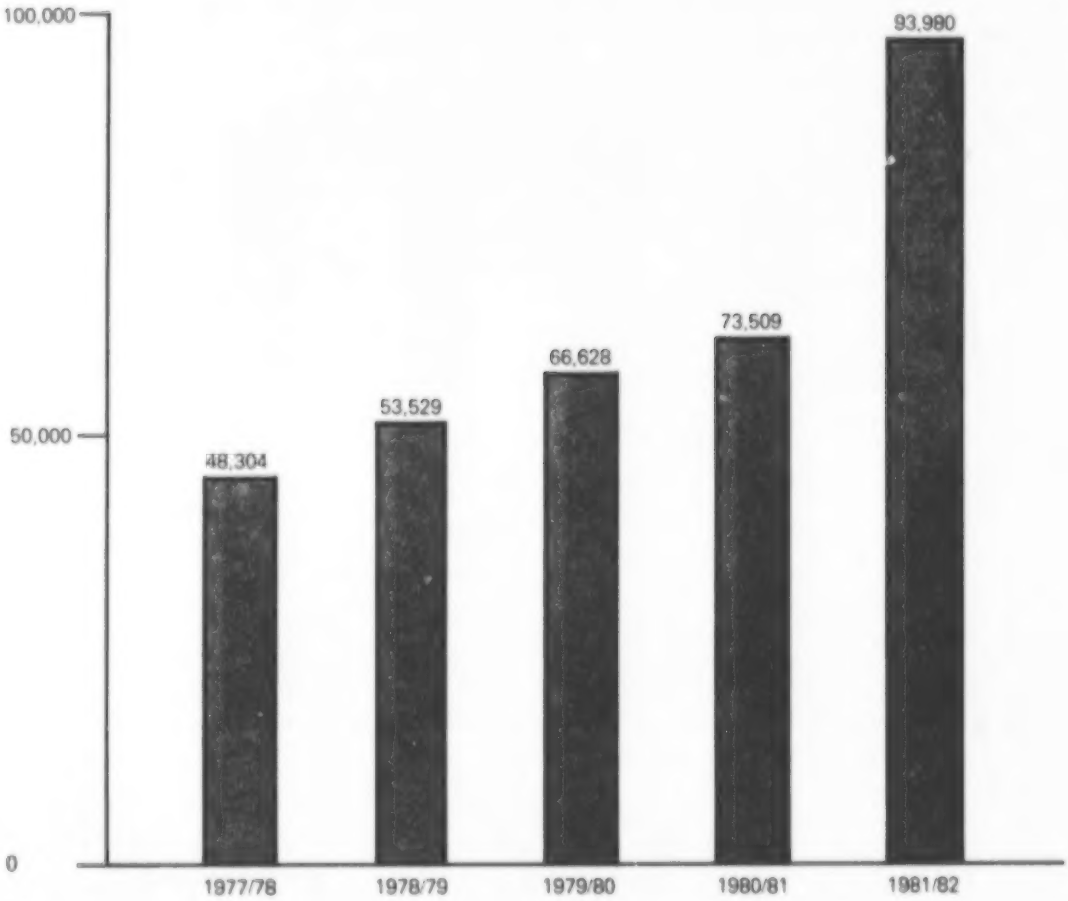
ACCESSIONS (CUBIC FEET)
(INTAKE OF NEW STORAGE MATERIAL
FILES EACH YEAR)



FISCAL YEARS

RECORDS MANAGEMENT BRANCH

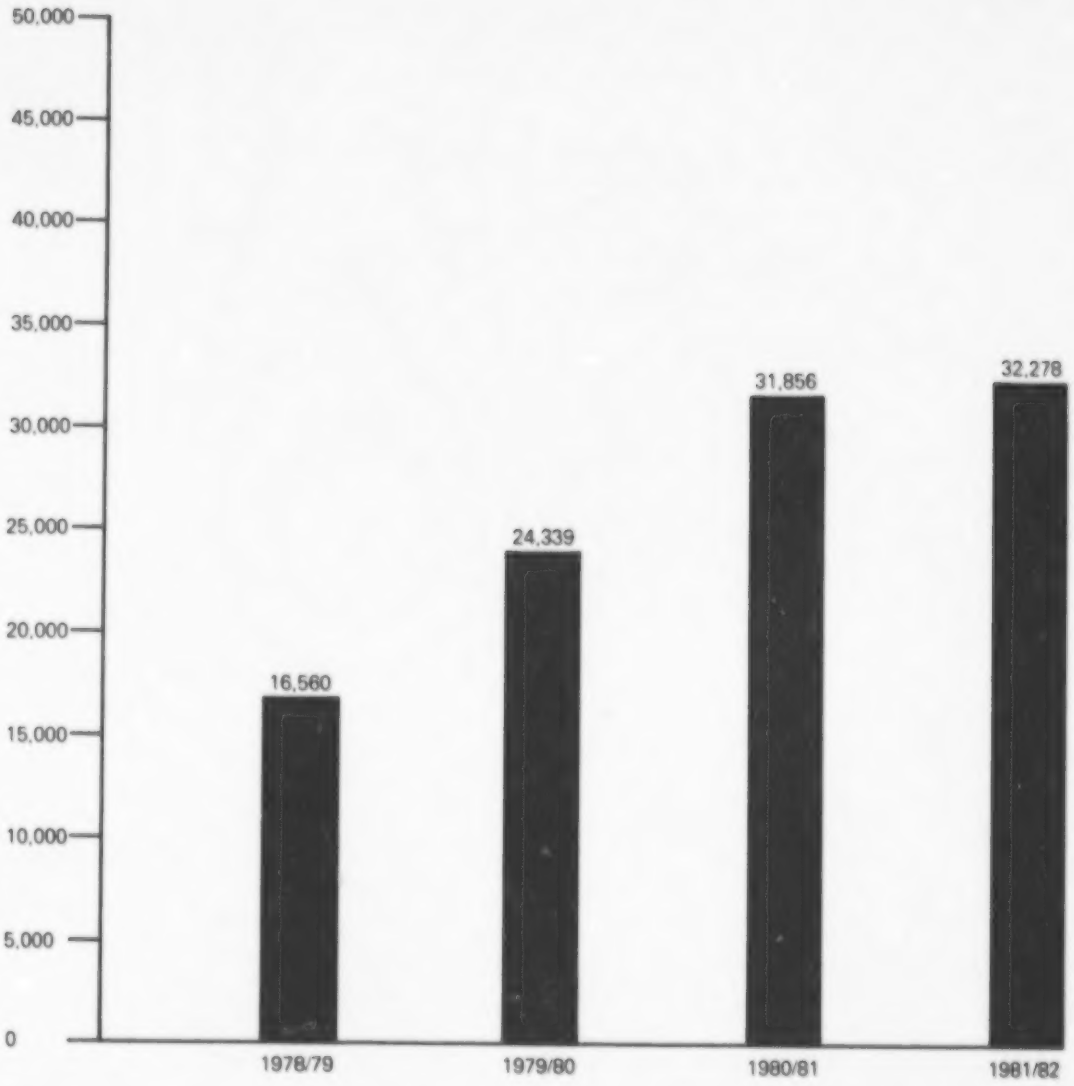
REFERENCING
(REQUESTS FROM CLIENTS
FOR FILES & DELIVERY)



FISCAL YEARS

RECORDS MANAGEMENT BRANCH

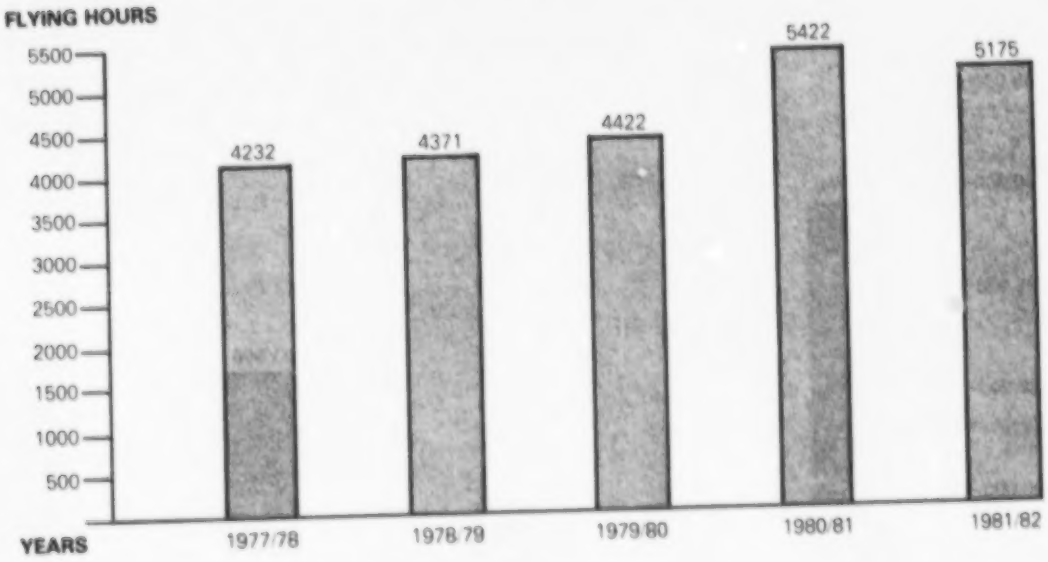
DISPOSALS (CUBIC FEET)



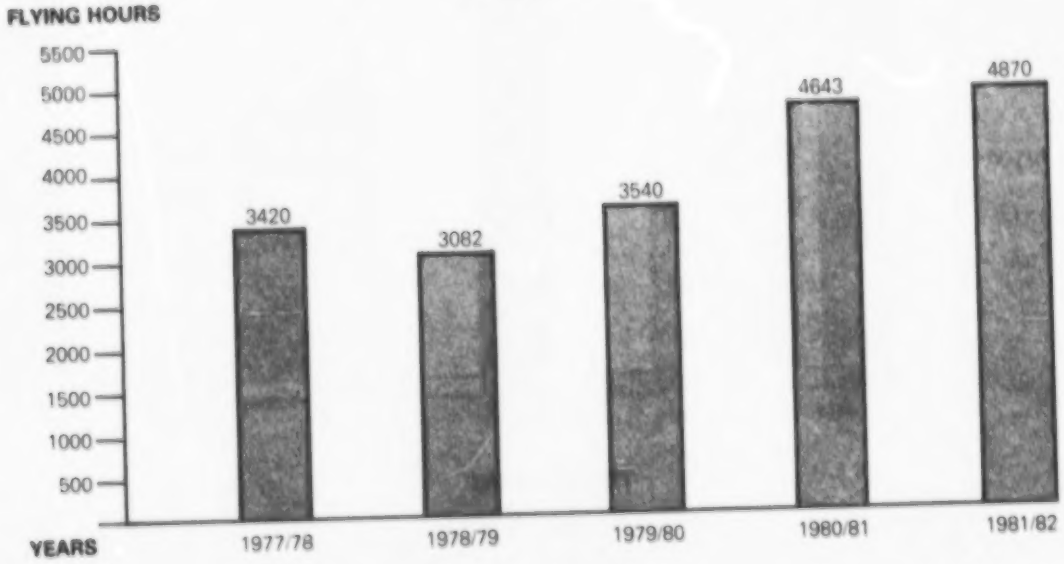
FISCAL YEARS

AIRCRAFT TRANSPORTATION SERVICE
UTILIZATION STATISTICS

ROTARY WING



FIXED WING



PUBLIC AFFAIRS BUREAU

The Public Affairs Bureau is responsible for developing Government communications, providing services to increase citizen understanding of Government programs, and for overall promotion of Alberta to external audiences.

It develops communications programs for Government departments utilizing available resources with maximum use of the private sector.

The Bureau provides communication production services involving print graphics, creative design, displays, audio-visual production services and publication services.

DEPARTMENTAL COMMUNICATIONS

Information to citizens continued as a high priority in the departmental communications programs developed and implemented by the Public Affairs Bureau in 1981-82.

To ensure continued public awareness and concern for child abuse in Alberta, a "Stick up for a Kid" campaign was created for Social Services and Community Health. Other compaigns for the Department included social hygiene immunization awareness and dental health.

In Recreation and Parks, a "Park Watch" program was launched to help reduce vandalism, petty theft and rowdyism, and make visits to our many parks more enjoyable. Safety promotions were highlighted in several different areas. These included a Boat Safety Check program, a Winter Safe Driving campaign, a Workers' Safety poster project, and a continuation of the "Check-Stop" drinking/driving messages. The winter driving advertising received The Radio Bureau of Canada Finalist Award.

Alberta Treasury used direct mail and newspaper advertising to advise farmers of the increased Farm Fuel Discount, and Municipal Affairs used an advertising campaign to tell senior citizens about the Senior Citizen Renters Assistance Program.

Stimulation of rental unit construction was the objective of an advertising plan created for the Rental Investment Incentive Program undertaken by Housing and Public Works.

The Family Financial Counselling Program was continued with a new publicity program developed by Bureau staff at Consumer and Corporate Affairs. The television commercials received industry recognition.

On the business side, Bureau staff were involved in the new "Wish You Were Here" travel promotion for Tourism and Small Business and the "Alberta Advantage" international advertising of Economic Development which was developed to attract foreign investment to the Province.

Other activities and projects involving Public Affairs Bureau staff and services include the Environment media program to prevent the spread of Eurasian Water Milfoil to our lakes, Education Week's "Focus on the Future", the Energy Conservation Program, the "Arrest Arson" Project for Alberta Labour, and the Solicitor General's "Crime Prevention" messages aimed at creating citizen awareness of home and business security.

VISITING JOURNALISTS

One hundred foreign journalists came to Alberta in 1981/82. In co-operation with foreign countries and External Affairs Canada, itineraries were arranged for media representatives from Australia, Belgium, Brazil, Denmark, England, Federal Republic of Germany, France, Guatemala, Hong Kong, Italy, Ivory Coast, Japan, Korea, Netherlands, Portugal, United States, and West Germany. In addition, itineraries were arranged for nineteen missions totalling three hundred, thirty-eight people.

HOSPITALITY GRANTS

The Alberta Government provided hospitality grants to international, national and regional conventions and conferences held in the Province of Alberta. In 1981/82, ninety-one grants totalling $194,555.15 were processed.

REGIONAL INFORMATION TELEPHONE ENQUIRIES SYSTEM (R.I.T.E.)

Citizen access to the Alberta Government is encouraged by the Regional Information Telephone Enquiries System (R.I.T.E.).

By providing a central source of information about Government departments, R.I.T.E. makes it easier for the public to contact the appropriate department official. Thirty-four R.I.T.E. enquiry centres serve the Province.

ALBERTA COMMUNICATIONS NETWORK

The Alberta Communications Network (A.C.N.) transmits Provincial Government news releases to media outlets outside Edmonton via teletype and mail. During the fiscal year 1,233 releases were distributed through the A.C.N. system.

ADVERTISING

In 1981/82 new campaigns were created to publicize the on-going Government programs against child abuse, crime and impaired driving. Other activities included a new campaign theme, "Wish You Were Here" for Travel Alberta, and advertising was also used to create awareness for and participation in the new program of Heritage Scholarships.

PRINT GRAPHIC SERVICES

The volume of printing increased by 13.2% to $20,146,056 involving 18,458 projects. The large increase is attributable in part by the completion of the Revised Statutes of Alberta and the individual Chapters that were the result of the revision. Many departments increased their print requirements to serve a larger Provincial population, coupled with inflationary increases that were prevalent in the industry.

CREATIVE SERVICES

Creative Services is responsible for all applications of the Government Corporate Identity Program. A complete graphic design service was provided for 3,733 printing or specialty presentations, as well as consulting services in architectural signage and transport markings. Display design was also provided, including graphic layout and screen printing.

PUBLICATION SERVICES

Alberta Gazette

The Alberta Gazette continued production as a semi-monthly publication containing information as required by various Alberta Statutes.

Bookstore

This area sells Acts, Regulations and select departmental publications and provides related information services to the public. Distribution of the Revised Statutes of Alberta, 1980, and the continuing distribution of looseleaf Statutes updates were major projects in 1981/82.

Cataloguing

Acquisition of Alberta Government publications for deposit in important libraries and the production of a Publications Catalogue are the responsibility of this area. A computerized data base of publications is maintained and search services for the public are provided.

AUDIO VISUAL SERVICES

The Audio Visual Services Branch continued to offer a service to all departments in their need for photography, slide tape, film and video tape production.

The Provincial Film Library circulated 11,283 films to the general public. The photographic branch shot 30,336 pictures and 63,233 prints were processed during the fiscal year. The branch originated 23 slide-tape or film productions.

DISPLAY SERVICES

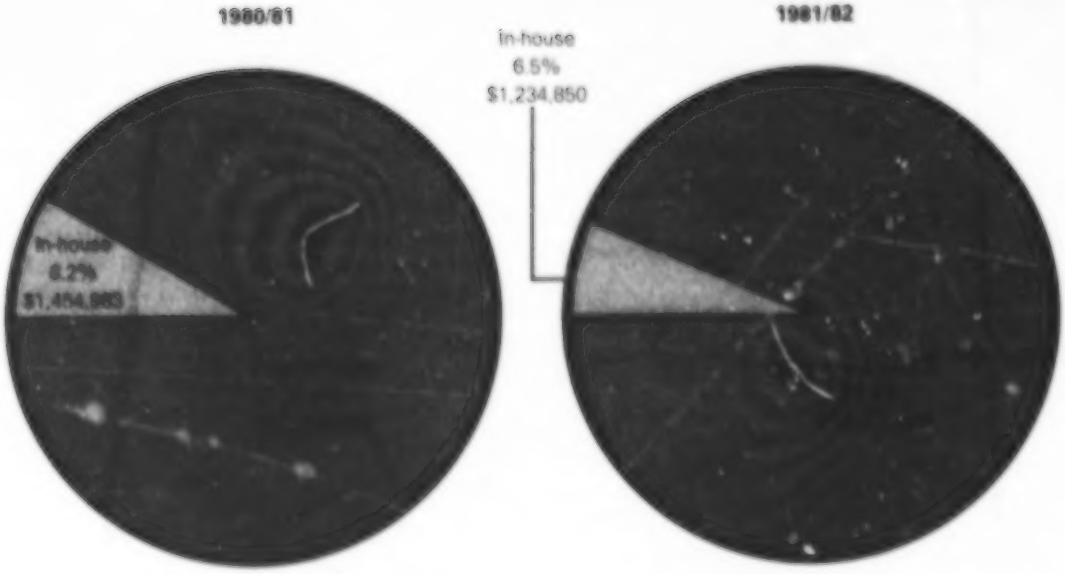
Display Services handled 291 projects, 89 of which were new displays. The international market encompassed 49 projects for 5 departments.

LOCATION OF RITE CENTRES

Alberta
GOVERNMENT SERVICES

REGIONAL INFORMATION TELEPHONE INQUIRY CENTRES MARCH 31, 1982

PRINT GRAPHIC SERVICES



	1981/82
Number of Government registered printers	291
Number of printers producing work for the Alberta Government	165
Highest dollar volume to any one printer	14.01%

METRIC CONVERSION BRANCH

The Metric Conversion Branch of the Department of Government Services administers the federally sponsored Metric Conversion Program within Alberta. The Branch acts to co-ordinate interdepartmental metric conversion and facilitates conversion by the public and private sectors.

During the 1981/82 fiscal year, the Branch continued to assist Provincial Government departments with metric conversion amendments to their Acts and Regulations. To further assist with interdepartmental metric conversion, the Branch will compile an inventory of measurement-sensitive Alberta legislation in 1982.

The Branch continues to monitor and facilitate guidelines and completion dates for metric conversion established by the Metric Commission Canada. The activities of the American National Metric Council are also monitored by the Branch.

Information Centre

The information centre provides Provincial Government departments, private industry, associations and the public with a readily available source of metric information. Users of this library facility may borrow reference manuals, training aids, and audio visual materials pertaining to a variety of metric concerns, for group or individual use.

Two mobile metric information displays have been used at various display locations throughout the 1981/82 year.

Over 1,100 enquiries and requests for information were handled by the Branch including in-person, telephone, and written requests.

Metric Awareness

The Metric Conversion Branch has sponsored several metric awareness courses and workshops for Provincial Government employees and, on request, has provided speakers and informational material to metric awareness seminars, conferences, and workshops organized by community groups and public organizations.

A two-hour television information and training package was produced in co-operation with N.A.I.T., S.A.I.T., and the local Retail Scale Conversion Committee. It was aired via Access in January, 1982.

In 1981/82, the Branch printed and distributed the SI Manual in Health Care. In co-operation with the Alberta Medical Association SI Steering Committee and staff at the Edmonton General Hospital, Guidelines for Metric Conversion in Health Care, and Everything You Wanted to Know About SI were developed, published and distributed to all health facilities in the Province. Posters produced included three Think SI posters and Simple SI Conversion.

Federal-Provincial-Industry Conversion During Fiscal Year

On January 1, 1982, the Retail Scale Conversion program was introduced in Alberta. Subsequently, retail scales were converted to measure in metric units. The target completion date for this program is December, 1983.

During February and March, the Health Industry began Province-wide laboratory conversion to SI. This conversion is now complete, having been accomplished through the establishment of a steering committee by the Alberta Medical Association of which the Director, Metric Conversion Branch, is a member.

Electrical power, some lumber products, meat packers, and sugar are among the consumer products and services that completed conversion during 1981/82.

Although the Assistance Program - Workers Metric Tools was to have been discontinued after March 31, 1982, it has been extended to March 31, 1984 under new guidelines.